Healthcare
IT Solutions

Foos OB/GYN

RELIAVAIL IS FULL SERVICE IT MANAGEMENT FOR YOUR MEDICAL PRACTICE

CLIENT SINCE 2010

Medical Practice Starts Fresh

by ReliAvail I.T. Company

When Dr. Colleen Foos decided to leave a group physician practice and strike out on her own in 2010, it was only natural that she engage ReliAvail I.T. Company for advice – ReliAvail had been working with Dr. Foos' husband for 5 years and we were instrumental in the IT success of two other startup companies for him.

Unique Practice Challenges

Dr. Foos faced unique challenges in starting her own practice that ReliAvail was prepared to meet head-on:

- Vendors needed to be engaged to gather system capabilities and requirements, without involving the practicing doctor directly.

- Patient information needed to be extracted and transitioned securely to the new practice.

- A new building space needed to be constructed, and multiple contractors need to be managed in order to meet best IT practices and HIPAA requirements.

- Dr. Foos was intent on a **completely paperless practice**.

- **Meaningful Use criteria** would need to be met, in order to be reimbursed for some of the practice's startup costs.

- Completely new IT infrastructure would need to be implemented, on a budget, and integrated with the existing Holy Spirit Health system, as well as the SureScripts DIRECT protocol network, Quest Diagnostics laboratories, etc.

- The practice would need to start up in Dr. Foos' home before the new office was finished, then **easily transition to the new space** in a very short period of time, **without changing contact phone and fax numbers** in the process.

Holy Spirit Hospital Medical Arts
Camp Hill, PA

"ReliAvail always goes above and beyond, without us asking."

Valarie Holloway, Office Manager
Foos OB/GYN

BEST OF BREED SOLUTIONS

Secure WiFi for Mobile Workers
Cisco WiFi is deployed throughout the practice, **enabling staff to roam freely** in the office and service patients wherever most convenient, **without sacrificing security** or violating HIPAA regulations.

Less IT Issues & Faster Response
Best practices include secured doors and connections, separate air cooling, power backup and conditioning for servers, off-site encrypted backups, and **100% lights-out remote monitoring and systems management**.

FAST FACTS

48%
Dr. Foos' monthly phone bill is **48% less** than Verizon, CenturyLink, and Comcast, thanks to a ReliAvail phone system. An added bonus: no per-user licensing fees.

100%
Foos OB/GYN is 100% paperless. The only paper comes from patients on intake, and is digitized at check-in.

IMPROVE YOUR PRACTICE TODAY

Contact ReliAvail today for a free consultation:

(877) 372-6782 | (717) 609-1152

www.ReliAvail.com

*Every little detail of every IT system at Foos OB/GYN is fully documented and labeled. This best practice allows not only the fastest response, but also enables **remote resolution of nearly all issues without site visits**. Should the practice ever suffer a disaster, full operations can be restored at a different location with speed.*

Efficient, Flexible IT Solutions
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Foos OB/GYN selected ReliAvail I.T. Co. to evaluate, acquire, integrate and manage the entire technology infrastructure in the obstetrics & gynecology practice, including:

e-MDs EMR/EHR
Foos OB/GYN is a 100% paperless practice thanks to a reliable and available network, robust workstation and imaging hardware, and a full-featured Electronic Medical / Health Record (EMR or EHR) system, e-MDs.

The practice securely exchanges information with other medical providers and healthcare systems using the SureScripts network and automated, paperless faxing.

Labs are automated with Quest Diagnostics' electronic network.

When patients arrive with printed paperwork, the documents are instantly scanned using high-speed 60 page per minute Fujitsu scanners and then handed back or destroyed.

Cisco & HP Network
Dr. Foos' practice enjoys robust and fast service from a secure Cisco WiFi network. Wired data and voice communications are handled by HP hardware and secured by Cisco and Linux.

All infrastructure is lights-out managed, eliminating costly, unnecessary service calls.

VoIP Telephone System
The practice maintains an Asterisk Voice over IP (VoIP) telephone system, which allows for instant call redirection in emergency. Because the practice owns their phone system, they can choose the best telephone provider and will never pay a fee for users or advanced features.

Robust Disaster Recovery and Data Protection
Maintaining secure on-site and off-site backups is para-mount to data integrity and compliance with Meaningful Use for data protection. The practice maintains **100% redundant, encrypted, online backups** for fastest restoration in the event of disaster, using industry-leading Acronis technology.

IT & Compliance Strategy
ReliAvail regularly reviews the IT infrastructure for security vulnerabilities, and works with the practice to maintain HIPAA compliance, and meet Meaningful Use milestones.