



Client: Fox Valley Womens and Childrens Health Partners

Background

Fox Valley Womens and Childrens Health Partners (FVWCHP) had suddenly experience rapid growth. They were now expanding to multiple offices while implementing a brand new Electronic Health Records System. Their employees used Outlook for inter-office mail and used Microsoft Word and Excel for letters and other documents. They had experienced a sudden growth spurt from 35 employees to over 70 employees in a period of months with the acquisition of various Doctor's practices and offices in the Fox Valley area.

FVWCHP needed someone to come in and take control of their IT systems.

Diagnoses

Net Works Consulting Resources, Inc. (NWCR) was contracted to assume all IT related responsibilities. NWCR came in and surveyed the situation of the current systems and came up with a phased approach for achieving an optimal result.

Treatment

In addition to revamping FVWCHP's data service architecture, NWCR also revamped FVWCHPs voice infrastructure. Each office was provided with a Point-to-Point T1 line connecting it with the main Aurora location. A domain controller was rolled out to each office location, which served to completely mirror the setup of Aurora down to the last file. This served to preserve employee maneuverability between offices and serves as a potent solution for disaster recovery.

The main Electronic Health Records server resides in Aurora and was setup to serve to thin clients and workstations located at the various FVWCHP locations throughout the Fox Valley area. NWCR worked with the Electronic Health Record provider, Greenway Medical Systems, to come up with a new solution for multiple office, multiple specialty practices. NWCR created a batch script to map drives to Greenway's server while the server was not part of the domain. NWCR also was first to successfully attempt using thin clients to utilize the Greenway program at workstations located throughout the offices.

A centralized call center was developed and rolled out which served all of the offices of the practice. A call could be transferred within the different offices without any charge, as inner office calls were setup to run VoIP whereas outgoing calls utilized their own PRI.

This has facilitated a more efficient practice for FVWCHP by increasing patient throughput and billing efficiency. Patients have benefited as the doctors and techs now have all of their up-to-date information at their fingertips.