



Software to Improve Healthcare Efficiency

SUCCESS STORY

Butler Health Systems

Butler Health Systems increases outpatient business by 300% with the help of Interbit Data's products

The Butler Health System in Butler County Pennsylvania is comprised of several divisions and employs approximately 1,700 individuals. The central component of the organization is Butler Memorial Hospital, which has been in existence since 1898 and functions as an independent not-for-profit regional hospital serving Western Pennsylvania. Butler Health System has several locations throughout Butler County. These facilities include Butler Medical Associates, Outpatient Services of Butler Memorial Hospital and Family First Resource Center.

In 1998, Butler Memorial Hospital welcomed a new addition to their growing facility. Their state-of-the-art nationally renowned HeartCenter was opened after research indicated that a high percentage of Butler County residents with serious cardiovascular diseases were being sent to Pittsburgh for treatment, delaying treatment for time sensitive care. The HeartCenter has treated thousands of patients and has continually earned a five star rating for excellence in coronary bypass surgery.

Early adoption benefits Butler Health and Interbit Data

Butler Health System has been utilizing Interbit Data products for just about seven years and has had a consistently positive experience with the products according to Brian Kummer, Senior Network Administrator. Butler Health System was introduced to Interbit Data when a former CIO attended a HIMSS (Health Information Systems Society) conference and was sold on the Interbit Data products. Within a few months NetDelivery and NetAccess were up in running throughout their organization. Butler Memorial Hospital was one of the first hospitals to implement both products. The benefits derived from being one of the earliest customers and building this long term relationship has been exceptionally valuable for all parties involved.

NetDelivery

NetDelivery allows Butler Health to securely distribute reports from their information system via fax, encrypted print stream, encrypted file or email. Integrated with the MEDITECH faxing functions, NetDelivery allows Butler Health to specifically define whether to send the data as a fax, a file, an email, or a print out. Remote locations can have virtual printers via the Internet, which on demand, on schedule, or in real-time, retrieve data from your system.

NetAccess

NetAccess provides Butler Health's remote users secure access to their MEDITECH system through the Internet with a minimal support requirement on the part of the hospital. Unlike VPNs, NetAccess is simple to install and is very cost-effective. There are no system-level drivers, little overhead, and little or no impact on users' PCs.

Rewarded with an increase of 300% in outpatient business

Kummer is extremely pleased with the products and technical customer service he receives from Interbit Data. The most notable benefit of using these products for Butler Health is the increased business. "Our outpatient business increased 300%," commented Kummer. Providing remote access to the MEDITECH system for their network of physicians enabled them to increase the number of patients they could see. Both products far exceeded Butler Health System's initial expectations.

A successful and productive relationship

Butler Health System originally purchased NetAccess and NetDelivery to offer quick and easy remote access for the physicians. Being a multiple location organization, the ability to interact remotely was a driving force behind purchasing a tool to allow this to happen. Kummer not only stressed the fact that the program was easy to implement and utilize he also stated, "I found uses for the program that I did not think it could do."

When asked if there had been any problems with either of the programs, Kummer responded with, "I cannot find any problems with either NetAccess or NetDelivery." When there was an issue with NetDelivery, it was rectified within two days. Kummer praises both NetAccess and NetDelivery equally, finding both products extremely easy to use and successful in obtaining the organization's secure remote access and report distribution goals.

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