Pacific Alliance

Makes A Smooth Transition from Manual to Electronic Report Distribution

The Pacific Alliance Medical Center (PAMC) located in Los Angeles, California has been in existence since the late 1800's and has continuously provided exceptional medical care to surrounding communities. Located in an ethnically diverse section of Los Angeles, PAMC offers its patients a multi-cultural bilingual staff, quite helpful to some patients who would otherwise have to deal with the hindrance of a language barrier.

In February of 2007, PAMC enhanced its newly renovated and expanded maternity center with state-of-the-art equipment to better serve higher risk pregnancies. The new Pacific Alliance Women's Service Center includes a full nursery, labor and delivery suites, two delivery suites that can accommodate emergency deliveries along with four private LDRP rooms, allowing families more space and the comforts of home.

Reaping the Benefits from Electronic Report Transmission

PAMC purchased NetAccess and NetDelivery (formerly NetPrint Plus) 5 years ago and continues to reap the benefits of this automated solution. PAMC began looking for a way to cut down on the medical reports that were being manually faxed within their organization. Many of the departments at PAMC, particularly the radiology department, fax numerous reports on a daily basis. It was determined that it was time to make the transition from manual to a more cost-effective electronic report distribution process to increase efficiency.

According to John Brown, CIO at PAMC, the hospital also looked at several other competitor's products. Interbit Data was PAMC's top choice due to several factors. "Their products offer better functionality and are priced perfectly", commented John. Several of John's colleagues recommended NetAccess and NetDelivery based on achieving their organization's accessibility goals as well as the products ease of use.

NetAccess and NetDelivery

NetAccess offers health care organizations an alternative to costly and complex remote access solutions. The client software installs quickly and easily, eliminating the need for the IS department to handle each installation.

NetDelivery allows PAMC 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 PAMC 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.

Good products, Do What You Expect

PAMC has been extremely pleased not only with NetAccess and NetDelivery, but also with the impeccable service received from Interbit Data. When John was asked if he is satisfied with Interbit Data, he responded with, “Great products, they do exactly what they are suppose to do and Interbit Data has been great to work with since they get the job done no matter what.” The relationship has been a good one from the very beginning. John recalled that the products were up and running within moments after installation. Whenever there has been a need for assistance, Interbit Data has been there offering excellent service in a timely fashion.

Currently PAMC is utilizing the products at a single location. Future plans may include the expansion of additional locations and John feels confident that Interbit Data’s products would easily transition from a single site implementation to a multiple campus network.

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