iNTERBiT DATA

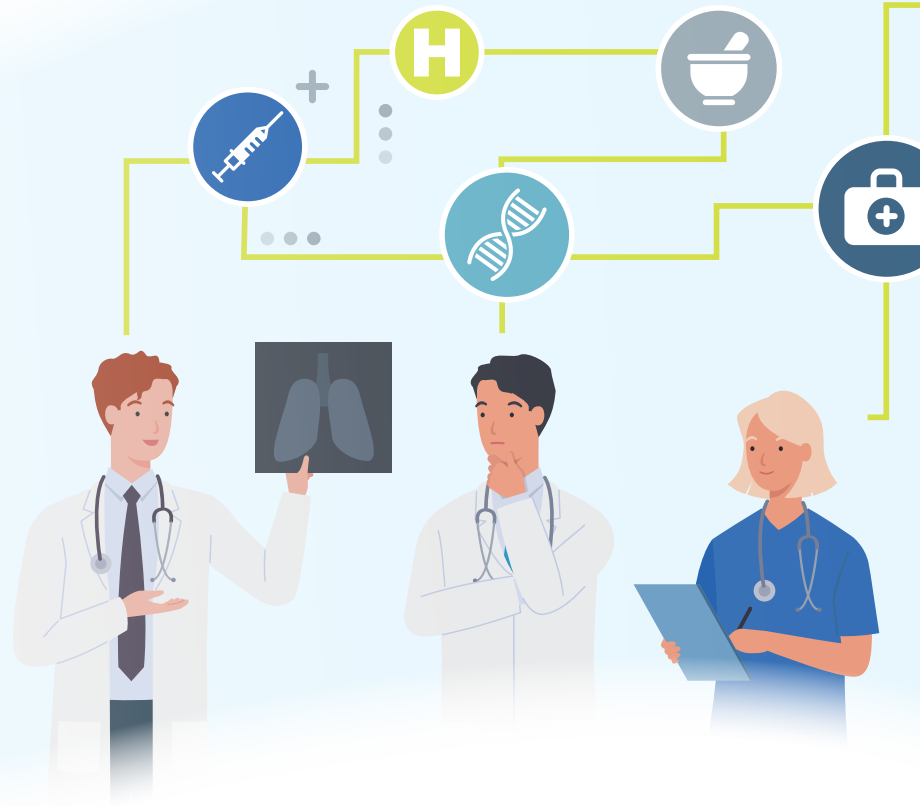Critical information. When & where you need it.

Hospital switches to NetDelivery to solve report automation and tech-support woes, saving money

It was from perusing a MEDITECH online user forum that Androscoggin Valley Hospital first heard about Interbit Data and ultimately decided to switch over from a competitor.

Previously, Androscoggin was having issues with the report-distribution technology service it was using for sending the roughly 1,500 automated fax reports generated each day by its testing laboratory to recipients including specialty providers, cardiology, and neurology. The hospital was also dissatisfied with the vendor's customer support and inability to accommodate inbound faxing.

On the MEDITECH forum, users had written favorably about Interbit's setup, integrated support and other services, with prices that beat the solution Androscoggin was using.

When a now-retired senior clinical analyst began looking into NetDelivery, Interbit's secure and automated report-distribution solution, he found that it checked all the boxes — including an inbound faxing solution that was HIPAA compliant, something that had become an urgent need. So in 2017, Androscoggin made the decision to switch to Interbit for its automated report-distribution needs.

Improved workflows and tech support

Implementation went smoothly. An Interbit implementation specialist helped Androscoggin build the network and took care of many of the technical requirements. Interbit also helped copy the routes the senior clinical analyst had already established, set them up, and build printers and hookups. Hospital IT staff then spent about a month testing to make sure the system worked as intended before flipping the switch.

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One of the most immediate, noticeable benefits was the improved workflow for Androscoggin's lab reports, which had continued to experience glitches under the previous system despite becoming automated.

For example, Androscoggin likes to include all clinical providers involved in a patient's care, such as the primary care physician who sent the patient for consultation, as a recipient on any lab reports it sends. NetDelivery accommodates this process seamlessly and automatically; previously, employees had to manually fax reports to any clinical providers who weren't from the ordering office.

"We didn't realize that until we switched to Interbit," said Denis Delisle, Director of Information Technology at Androscoggin. "There was a full-time equivalent of somebody sitting there faxing all this stuff, and then that disappeared because we could now do it all automatically. So that was a huge change for us when we flipped over."

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>
> *— Denis Delisle,*
> *Director of Information Technology*
> *Androscoggin Valley Hospital*

Another bonus: With Interbit's solutions, any changes to rules or routes are covered under the maintenance contract.

With that perk, Androscoggin staff learned that Interbit provides support when clients need help setting up smart routes or new rules, and it also lets them make changes on their own, both for no extra charge.

Improved control

That level of customer support — and full control over the ability to make changes inside the platform — was a big improvement over the previous solution. Calls to the previous vendor concerning any other request cost extra, and the vendor had to perform the actual work.

"We found that limiting," Delisle said. "We expected to be able to expand routes and things, and anytime we changed anything, even to change the fonts in our report, it cost you 500 bucks, even though we had support. So support was only in case something broke. You want to change something, you paid for that. So that was another issue. The price for Interbit looked much more attractive, and we found them a lot easier to work with."

Other improvements were harder to explain.

For example, Androscoggin was having problems faxing to one of its major recipients, a family medicine practice.

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The clinic would receive one page of a fax, then the next, and the fax would start all over again at page 1, never completing the full fax. The hospital and the clinic were constantly going back and forth over the cause and possible solutions, yet they could never get things right.

"But the minute we flipped over to Interbit it never happened again. And we didn't do anything," Delisle said.

More recently, Androscoggin's IT unit has been busy helping its two newly affiliated hospitals implement both the MEDITECH EHR system and NetDelivery following their formal integration under the North Country Healthcare consortium in late 2020.

Because it runs seamlessly in the background, Delisle said there is rarely any need to interact with NetDelivery, other than having to go in periodically to update contact information for providers.

"That wasn't the case before," he said. "We had a lot of issues. We didn't have a tool to keep track of it as well, whereas with NetDelivery Administrator, we've got a million different ways to look at it, slice and dice, see what's happening. And it's easy for us to track. It's just so reliable."

About Androscoggin Valley Hospital

Androscoggin Valley Hospital is a community-owned, nonprofit critical access hospital with 25 beds in Berlin, New Hampshire. Androscoggin is a member of North Country Healthcare, a healthcare consortium that also includes Upper Connecticut Valley Hospital and Weeks Medical Center.

Interbit Data provides software automation solutions that ensure your patient care teams have secure, uninterrupted and reliable access to clinical and administrative data when and where they need it.

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