

DCH Regional Medical Center Improves Efficiency with Interbit Data's NetDelivery Software

Based in Tuscaloosa, Alabama, DCH Regional Medical Center is a 583-bed hospital that operates specialty units for pediatrics, orthopedics, cancer and cardiology, as well as the region's most advanced trauma center and intensive care units.

Speeding, Simplifying and Securing Data Distribution

Eager to use the internet and end a long-time reliance on manual delivery and faxing as means for distributing information generated by the MEDITECH healthcare information system (HCIS), DCH Regional Medical Center sought a solution that would automatically send the MEDITECH data and reports over its network to target recipients.

"With MEDITECH, there are challenges with communicating and sharing data," says Kelly Wells, Assistant Director of IT at DCH Regional Medical Center. "Information sent via automated report distribution is higher quality, provides greater flexibility and can be printed and stored. It's also faster and more reliable than faxing."

DCH Regional found only one solution that had familiarity with MEDITECH and could help them overcome their communication challenges — Interbit Data's report distribution software, NetDelivery.

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—Kelly Wells
Assistant Director of IT
DCH Regional Medical Center

The hospital was one of the first sites to implement NetDelivery, when it was first introduced as NetPrint in 2005.

“NetDelivery gives us the ability to push data through the internet on-demand and deliver it faster and more reliably,” says Wells. “It’s simple and straightforward to use, and because Interbit Data is familiar with MEDITECH, they offered instructions for setting up the software that made the implementation very easy.”

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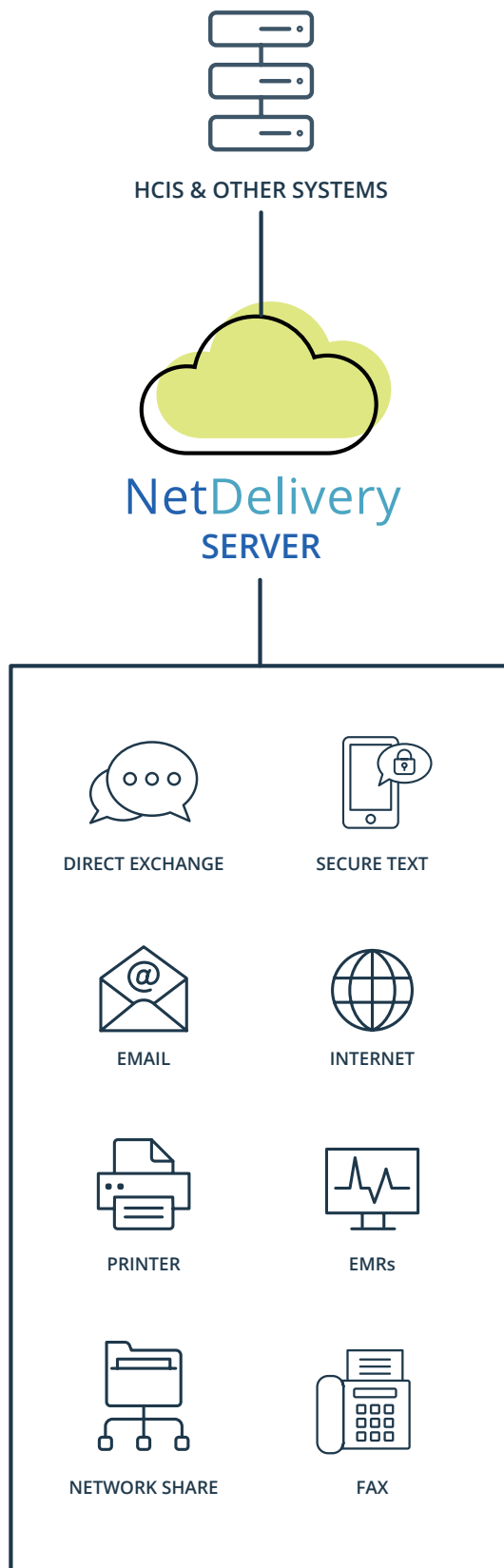
“With NetDelivery, we just start it up and it runs,” adds Randy Carroll, IS Team Leader in Development at DCH Regional. “Most of our users get their data patched through and printed, so we just send it to them and they retrieve it from their printer. We’ve never had anyone complain that they didn’t get their report.”

NetDelivery’s Distribution Wizard interfaces with MEDITECH to capture reports and patients’ electronic medical records (EMRs). Reports only need to run once before being distributed to multiple recipients, saving the hospital additional processing effort and time.

Proving NetDelivery’s Versatility with Novel Applications

DCH Regional originally purchased NetDelivery to address the document distribution needs of clinicians in its community, as well as internal customers, and to provide rapid distribution of reports to numerous users at one time. However, once the hospital started using the software, various hospital leaders and staff across departments discovered its potential in areas beyond distributing data from MEDITECH, including:





Reaching offsite locations: DCH Regional Medical Center uses NetDelivery to securely and accurately send data and reports to a wide range of clinicians and others associated with the care of its patients, including doctors' offices, nursing homes, the Veterans Administration hospital, state mental health agencies and billing companies.

More than 80 locations in total receive data and reports from DCH Regional via NetDelivery, including any office or facility using the hospital's outpatient reference lab.

HR and administration: NetDelivery also distributes time sheets, direct deposit notices and other documents from the hospital's Human Resources department to its employees using the web portal built into the product. The HR department has taken full advantage of NetDelivery's capabilities and is continually finding new ways to use it, with future plans including moving W2 forms online.

Lab results and future plans: The hospital also plans to eventually use NetDelivery for delivering lab results to physicians' offices as FTP files so they can import them into their practice EMRs.

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The possibilities are almost limitless as far as what you can distribute with NetDelivery. We've really just scratched the surface of what we can do.

Time and Cost Savings Point to Significant ROI

Prior to implementing NetDelivery, DCH Regional would either hand deliver or courier reports to physicians' offices and others in its user community, but now the hospital saves a substantial amount of time and resources once consumed by manual distribution. As a result, the hospital increases efficiency, allowing staff to focus on delivering patient care.

In terms of costs, DCH Regional **currently saves \$40,000 per year** in printing and mailing costs by using NetDelivery, which, as Wells points out, "easily pays for the product." The hospital expects to double that savings as it further reduces mailing of documents.

From a business standpoint, DCH Regional has witnessed an increase in outpatient activity, specifically in its lab, as it now has the ability to send lab results to doctors as soon as they are ready. The hospital has seen considerable ROI from NetDelivery by saving multiple users and departments the time and costs of manually distributing and retrieving information.

DCH Regional has also been thrilled with Interbit Data's customer support and assistance with implementing NetDelivery.

"We asked for some customization and they've been very responsive," says Wells. "The company's cooperation to help us meet our goals has been almost unusual. In these times, it's rare to find a company so willing to work with us and help us without charging a lot more money."

Adds Carroll, "If someone asked me to do this engagement with Interbit Data all over again, I'd do it in a heartbeat."

\$40,000 SAVINGS

per year in printing and mailing
costs using NetDelivery



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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Critical information. When & where you need it.

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