



## Longtime Interbit customer adds NetSafe to provide a comprehensive, HIPAA-compliant downtime solution

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In the digital world, one thing is becoming increasingly clear when it comes to hospital information systems: It's not a question of if your system goes down, but when. And at Saratoga Hospital, Art Baran is confident that NetSafe, Interbit Data's business continuity solution, will have his back when that day comes.

"I've tested it by just disconnecting the ethernet cable and logging into NetSafe and looking at the data that's collected, and it's all there," said Baran, Saratoga's lead application analyst in information systems.

NetSafe allows frontline providers to access critical clinical information in the event of HCIS downtimes, so high-quality patient care can continue without interruption. The solution works in scenarios ranging from planned system maintenance or upgrades to unplanned scenarios like power outages or natural disasters.

For Baran, who'd already been using Interbit's NetDelivery report distribution solution to improve efficiency, adding NetSafe was a no-brainer.

## 'The perfect client-server model'

Years ago, Baran said, the chief nursing officer asked him to develop a downtime solution for Saratoga Hospital. Since the hospital had already been using NetDelivery for services like digital faxing (with NetFoIP, a fax-over IP service) and streamlining notification systems for hospital staff, Baran knew about NetSafe, then a new product from Interbit. He reviewed and recommended NetSafe, but a request to purchase the product was not approved.

By then, however, Baran had configured an "ad hoc" downtime solution by writing a series of custom batch processes and a program to generate random daily passwords. Yet he felt strongly that NetSafe would be a better, more robust solution.



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— Art Baran, Lead Application Analyst,  
Information Systems Saratoga Hospital

"NetSafe was the client-server model that I was looking for," Baran said. "It's HIPAA compliant, the databases are encrypted, and the traffic between the client and servers is all SSL-encrypted."

An added benefit was that Baran could easily migrate the scheduled reports and custom programs he'd written to the NetDelivery software without having to rebuild anything. In addition, using NetSafe would eliminate the need for the workarounds Baran had developed.

"It is a self-contained system supported on a technology that I already understood and knew," Baran said, "so there wasn't much of a learning curve for me to move things over into NetSafe."

He made a second request to purchase NetSafe. This time, the request was approved.

## A robust downtime solution

To prepare for implementation, Baran asked nursing informaticists at Saratoga Hospital to help design training so that all nurses and clinicians understood the new system and how to use it. He also worked with pharmacy leaders to learn their data collection needs.

Since rolling out the software, Baran has added lab results to the information that's collected and deposited in the NetSafe family of downtime PCs.

"It was easy, just a matter of defining the destinations and including those destinations within the distribution groups within the lab," he said. "The model works well. I was a fan of it right away."

Today, Saratoga Hospital operates NetSafe downtime PCs that can easily be connected to printers via USB cables, enabling providers to print hard copies of patient records if electronic systems are down.

"It's now an extremely versatile, robust system spread out across the entire hospital and all the urgent care centers, collecting lab information, patient profiles, and physician care notes," Baran said. "It's exactly what we needed in a downtime solution."

Recently, the hospital asked Baran to incorporate downtime information from Saratoga Hospital's post-operative and post-anesthesia care units as part of an effort to expand its ICU in response to a surge in patients diagnosed with COVID-19. Adding this data to NetSafe was as simple as adding new destinations to the infrastructure he had already built for those units.

## Built-in versatility

Baran also uses the platform, along with a separate interface engine, to route care notes that Saratoga Hospital doctors enter into MEDITECH in an HL7 format, convert them into plain text through a custom Java script, and then feed them into NetSafe. That way, caregivers can go into NetSafe and find those care notes organized by segregated files.

Baran appreciates the innovation and capabilities of Interbit Data's products and the support services the company provides. "They excel at anticipating what we'll want to accomplish next—and in including built-in, unexpected tools that make it possible," he said. "Any time I ask, 'Can I do this?' the answer is 'Yes, and here's how.'"

"They're a great partner."

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### **About Saratoga Hospital**

*Founded in the late 19th century in Saratoga Springs, New York, Saratoga Hospital is the only acute-care hospital in Saratoga County and is affiliated with the Albany Med Health System. The hospital offers a wide range of inpatient and outpatient services and has maintained Magnet designation for its nursing program since 2004. Its multispecialty practice, Saratoga Hospital Medical Group, provides care at more than 20 locations.*

*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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