

# Saratoga Hospital uses NetDelivery to simplify COVID-19 test results

*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 and Columbia Memorial Health. The hospital offers a wide range of outpatient services and has maintained Magnet designation for its nursing program since 2004. Its multi-specialty practice, the Saratoga Hospital Medical Group, provides care at more than 20 locations.*

In the 13 years Saratoga Hospital has been using Interbit Data's NetDelivery software, IT staff have found many novel uses for the automated report distribution solution.

While Saratoga started using NetDelivery mostly for help with faxing, the hospital today operates three servers for NetDelivery and one server running NetSafe, Interbit Data's solution that offers access to critical patient data during downtimes in a secure, HIPAA-compliant environment. Collectively, Interbit Data's solutions help Saratoga process an estimated 35,000 reports per day, including all inpatient profiles, doctors' care notes, and more, all while maintaining HIPAA compliance. Saratoga has converted its operations from nearly 50 physical modem ports to NetFoIP, Interbit Data's fax over IP add-on solution, to handle the roughly 1,500 pages that it faxes each day. And as healthcare evolves and presents new challenges, it constantly finds new ways that NetDelivery can provide a solution.



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One of the most recent examples of how Saratoga Hospital has benefited from NetDelivery involves lab results for COVID-19 testing. Previously, the system sent lab results to recipients, including employers that had referred employees for testing, via giant batches of data, with many patients in each report. Saratoga's fax system lacked the capacity to break out individual results and accommodate one analyst's request for additional reporting. The clients ordering the tests needed the results returned in a simpler format, showing either positive or negative results for each person tested.

Baran and his team turned to Interbit Data, which helped upgrade Saratoga's NetDelivery system by adding channels to its NetFoIP system so the hospital would be able to split the report out per patient. Baran said he set up a template to trigger NetDelivery's ability to separate out and route to specific recipients in their preferred format — either a text document, email or color TIFF image. During the switchover, there was no interruption to any of Saratoga's NetDelivery servers, Baran said.

Another creative example of how Saratoga is using NetDelivery is for sending notifications for housekeeping staff.

Previously, the hospital was using an application in Meditech that had the ability to notify the housekeeping manager about which beds were clean and which ones were dirty and needed changing. It had been configured to trigger notifications, which went to a printer, where a manager was supposed to retrieve the printout and then assign rooms for cleaning manually, by calling or tracking down staff members. But the application wasn't being used, Baran said.



His solution: Install a NetDelivery printer and configure it to work with the Cisco mobile phones used by the environmental services staff. That way, the notifications would go directly to housekeeping staff via a text message with the room number, bed and floor, eliminating time-consuming, manual processes.

"We couldn't have done that without NetDelivery," said Baran, who won a service award from Saratoga for his work using the system to streamline housekeeping notifications.

Saratoga Hospital also found a similar use for NetDelivery in routing orders for EKG machines to technicians. The old process, like the housekeeping issue, also involved the use of an analog printer where a supervisor would retrieve orders for the machines and then call the EKG techs to notify them where to go within the hospital. Baran similarly configured a NetDelivery printer to route the orders directly to the techs' Cisco phones.

"Over the 13 years that I have worked with Interbit Data, their whole process has been exemplary," Baran said. "Their product does exactly what they say it does. They're not a vendor that sits back and waits for you to call them, they're always reaching out letting you know about new products they have or inviting you to presentations. If anything goes wrong with their system or if I have a question, I can usually get the answer very quickly. We have an extremely good relationship with Interbit Data. They've helped us out tremendously."



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*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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