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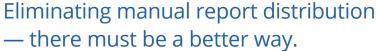Critical information. When & where you need it.

Interbit Data helps St. Mary's physicians access the info they need with NetDelivery

St. Mary's Hospital in Amsterdam, NY is the largest acute care hospital in the region, accommodating more than 252,000 patient visits a year. Founded by the Sisters of St. Joseph of Carondelet in 1903, St. Mary's Hospital is dedicated to improving the health of the entire community, with a focus on the poor and under-served. St. Mary's has four off-site family health centers and seven behavioral health service locations throughout two counties and was the first hospital in the region to develop community primary care centers. These centers, with doctor's office settings, include the provision of specialty medical services and laboratory services as well as occupational health services.

Eliminating manual report distribution — there must be a better way.

Providing critical patient information to physicians from the MEDITECH EHR system had been a manual distribution process at St. Mary's, in which staff at each ancillary location were responsible for preparing paper reports for distribution, either by courier, fax, or mail. St. Mary's had considered a few different faxing solutions, but those were never implemented due to performance issues. Yet St. Mary's leadership understood that providing reports of patient data in a timely manner was crucial when it came to delivering high-quality patient care. They knew there must be a better way, and they turned to Interbit Data for help.

> "With NetDelivery, we can now produce radiology reports that are electronically signed and downloaded to the appropriate office for faxing or distribution over the internetng.
>
> —*Eugene Coffey*
> *Systems Programmer*
> *St. Mary's Hospital*

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Meeting the needs of physicians — so they can meet the needs of patients.

St. Mary's had heard that other hospitals in their health system were looking at Interbit Data's NetSafe and NetDelivery products to ease the process of report distribution and decided to piggyback on that effort. Interbit Data was well known in the MUSE (International Medical Users Software Exchange) community and feedback about Interbit Data's products was very positive.

Specifically, St. Mary's was looking for a way to distribute reports in various formats according to the needs of the individual physician offices across the enterprise. Some needed reports sent via internet directly to a printer, freeing up the office fax machine for urgent communications. Others preferred their reports delivered via traditional fax, because their practice management software used fax as part of their EMR, or simply because they were smaller offices and traditional faxing met their needs. And some offices preferred receiving reports electronically, where they could be saved for viewing on PC and printed only if necessary.

> " NetDelivery gives us the ability to push data through the internet on-demand and deliver it faster and more reliably

St. Mary's quickly realized that Interbit Data's NetDelivery solution could accommodate each of these delivery scenarios. "There is no manual intervention that reduces the likelihood that someone might dial the wrong number and send the confidential information to the wrong recipient; a serious issue that violates HIPAA security regulations," said Eugene Coffey, Systems Programmer at St. Mary's Hospital. "With NetDelivery, we can now produce radiology reports that are electronically signed and downloaded to the appropriate office for faxing or distribution over the internet. NetDelivery simplifies the process by delivering the reports we need while providing multiple delivery options to satisfy the various customer needs."

Ensuring access to medication administration reports means ensuring patient safety.

In addition to using NetDelivery for report distribution to physician offices, St. Mary's also realized while implementing their electronic medication administration record (EMAR) that they needed a secure way to access reports containing the medication administration info for each patient, in case their healthcare information system (HCIS) became unavailable. They knew that if the HCIS went down for any reason (planned or unplanned), nursing staff and other care providers would be forced to revert to manual, paper-based procedures, and that lack of up-to-date medication information could compromise patient safety.

> " With this solution, we're able to support the needs of our nursing staff and keep things running smoothly without changing the process for getting orders filled or making extra work for anyone.

To meet this need, Interbit Data provided an application (NetSafe) to deliver copies of the EMar to workstations within the hospital every 15 minutes. This effectively transfers the medication administration data to a local PC as a backup measure, so that the info will still be available if the network becomes available. This solution has reduced the risk of care teams being unable to access the information they need to safely treat their patients.

"We had tried developing a solution for this on our own, but it was a challenge. FTP transferred the data but didn't keep the format of the report intact," said Coffey. "Interbit Data helped us implement an effective solution."

St. Mary's realized yet another creative use for Interbit Data's software in their pharmacy department. "We needed to provide 24/7 support to our nursing staff for prescription order fulfillment," said Coffey. "Interbit Data's Desktop Fax solution allowed us to transparently redirect faxes from our internal pharmacy to an off-site pharmacy during certain shift hours. With this solution, our nurses fax their orders as usual, and Desktop Fax forwards those orders to the off-site pharmacy automatically. With this solution, we're able to support the needs of our nursing staff and keep things running smoothly without changing the process for getting orders filled or making extra work for anyone."

Coffey concludes, "Interbit Data has solved a number of challenges with creative solutions that we didn't have to figure out for ourselves. We didn't anticipate some of the things we can do with these products."

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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