

Delivering healthcare anywhere: Star Valley Health relies on Interbit Data's NetFoiP to reach rural communities

Star Valley Health is a nonprofit that operates a 22-bed critical access hospital in Afton, Wyoming as well as a number of local clinics, urgent care centers and other outpatient facilities. Also known as the North Lincoln County Hospital District, its primary service area is the 13 communities that make up the Star Valley region in the Rocky Mountains of western Wyoming.



When Star Valley Health first implemented MEDITECH back in 2013, hospital staff was searching for a way to deliver radiology and lab reports outside the hospital, back to the ordering providers, electronically. At the time, MEDITECH didn't offer a way to pull those records out from the EHR and send them to providers outside the four walls of the hospital, so they turned to Interbit Data's NetDelivery: Fax Only and NetFoiP solutions.

NetDelivery is an automated report distribution solution that delivers information generated from healthcare information systems (HCIS) to clinicians and staff across an organization, helping health systems to improve efficiency, streamline workflows, and provide optimal patient service and high-quality care, all while meeting HIPAA and PHIPA requirements. A module of NetDelivery, **NetDelivery: Fax Only** offers report distribution via fax to defined users, allowing health systems to replace dedicated physical fax appliances to seamlessly integrate into existing healthcare information systems, allowing you to direct faxes to defined users. And **NetFoiP**, also a module of NetDelivery, provides completely virtualized faxing, enabling hospitals to improve operational efficiency, remove hardware constraints, and create automatic fail-over configurations. NetFoiP provides software-enabled fax over IP (FoIP) without requiring an existing voice over IP (VoIP) network or phone system.

At first, Star Valley Health was using these faxing solutions simply to send reports back to ordering providers, and to send orders for tests and procedures to external specialists as needed. But the rural hospital soon discovered a much more versatile use for NetFoiP.

Bringing healthcare to the community

Star Valley Health specializes in orthopedics and employs a few of a small number of spinal surgeons in Wyoming. Given its rural setting, some patients would need to drive as far as three hours to the hospital for their surgeries, as well as for pre- and post-operative care. Cost, travel time, and transportation issues were major challenges for elderly patients and other populations.

To overcome these challenges, Star Valley Health began offering “remote care,” where its orthopedic specialists travel as far as 245 miles away, rent office space from a local chiropractor or other provider, and host office visits in the communities where the patients live. One thing that allows them to set up shop anywhere is Interbit Data’s NetFolIP, which prevents the need for costly and cumbersome communication equipment such as fax machines, modems, copiers, and printers.

“It has really eliminated the need for those remote clinics to have fax machines and printers and copiers, and all these other things that they’d use maybe once or twice a month,” said Eli Lainhart, Chief Information Officer at Star Valley Health. “That has really helped us keep costs down and be more flexible by putting the visiting physician’s clinic any place where they can get an internet connection.”

It also gives the hospital a competitive advantage; patients could drive about the same distance to a competing health system for orthopedic surgery, but they wouldn’t have the convenience of receiving their pre- and post-op care in their local communities like they do at Star Valley Health. It also benefits the traveling physicians, surgeons, and specialists, who are able to work for Star Valley Health while living wherever they choose, in exchange for being on the road part-time.

Finally, this model is convenient for patients.

“Instead of the patient having to travel two or three hours to get to a provider, the provider will come to you instead,” Lainhart said. “We’ve been able to spin up clinics in some underserved areas in central and western Wyoming.”

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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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—Eli Lainhart
Chief Information Officer
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