



Proactive Managed IT Services for Dermatology

Business Outcomes:

- Increased client focus on patient care due to streamlined, reliable IT support
- Redundant disaster recovery/business continuity plan
- Standalone, secure patient wireless network established
- Regular HIPAA compliance risk assessments to assist in audit preparation
- HIPAA compliant device destruction and certified disposal

BUILDING RELIABILITY & CONSISTENCY

The dermatology practice did not have a disaster recovery or business continuity plan. ESI evaluated multiple data protection solutions and deployed the option with the most security and flexibility in protecting their vital patient records. The implemented data protection solution allows the client to recover data quickly in the event of an unplanned outage while also providing a redundant protection layer that allows ESI to assist in data recovery. Overall, the solution allows the client to transition seamlessly to the backup server, without impacting productivity. The data protection components also meet the strict standards of HIPAA regulations.

ENHANCING CLIENT EXPERIENCE

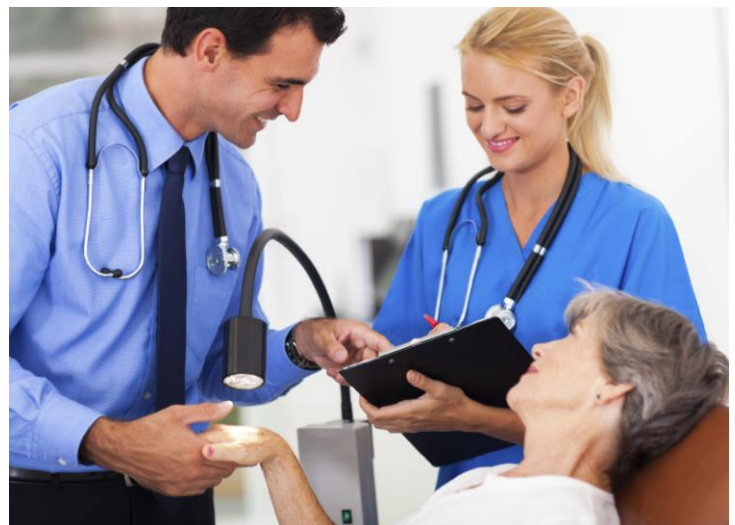
Keeping patient data security top of mind, ESI deployed a separate wireless network available in the waiting room for the patients and their families. Separating the practice's primary network from the guest network offered more security for patient data and digital assets and improved patient's in-office experience. The high speed wireless network enables patients to spend their wait times working remotely or accessing entertainment sites – key factors in boosting perceived experience.

LEARNING THE CLIENT

A medium sized dermatology practice in Hampton Roads with two office locations needed to improve their existing IT support model and forecast future needs. With no full time IT personnel on site, the client aligned with ESI after losing confidence in the incumbent managed services company.

After assessing the current environment, ESI proposed solutions and services to stabilize their IT platform. ESI also evaluated the client's overall workflow to find additional efficiencies to support their desire to remain focused on providing excellent patient care.

After initial onboarding, ESI took a look at the client's security concerns and worked to develop and implement a more reliable and secure platform.



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FUTURE IT ROADMAP

The client prioritized partnering with a service provider that could meet the immediate needs of streamlining current support and enhancing data protection. They also focused on the need for a long-term managed services partner to support their offices and negate the need for hiring any internal IT personnel.

To meet these needs, ESI is fully integrated into the client's IT management by offering proactive service at every turn. Acting as a network administrator and virtual CIO, the ESI team spends time onsite at each office location looking over all aspects of the client's IT, preempting most reactive break-fix calls. On one particular site visit the ESI representative found a failed hard drive within the electronic medical record (EMR) system; ESI was able to replace the hard drive quickly to prevent system downtime and maintain productivity and functionality.

By working with the leaders of the dermatology practice, ESI manages the total IT environment, from security to vendor management and assists in prioritizing immediate versus secondary needs. This approach allows the client to make decisions based upon budget and business impact.

ESI Healthcare Solution Offerings:

- Managed Print & IT Services
- Staff Augmentation
- HIPAA Risk Assessments
- Mobility & Cloud Solutions
- Interoperability Solutions
- Technical Consulting
- Medical Cart Configuration
- Mobile & Physical Security
- Data Security & Disaster Recovery
- Unified Communications
- Data Center Solutions

