



SUCCESS STORY

Establish Pediatric Practice Achieves Compliance and Increased Productivity With Managed Services and Risk Management Support From CompuTech City

Customer Requirement

This well established pediatric practice in Central Florida was referred to CompuTech City by one of Florida's four Regional Extension Center Programs. The practice was implementing an EHR system and was in need to help with their network and computers. The practice was also in need of help drafting their IT policies and procedures as part of their risk management efforts.

Customer Requirement

After conducting a comprehensive network audit and a HIPAA Security Rule audit of the practice, CompuTech City delivered a series of recommendations to the company including network and workstation upgrades, managed service support, and personalized consulting and support for the developed and implementation of HIPAA mandated IT policies and procedures. The company adopted the recommendations and selected CompuTech City's remote managed service plan.

The practice reports dramatic improvement with their productivity and uptime since selecting CompuTech City. Prior to working with CompuTech City, the practice relied on staff and ad hoc vendors to address problems via a break-fix model that would require a problem to occur before it could be diagnosed and resolved. This approach to managing medical IT systems jeopardizes the productivity and efficiency of the staff with all aspects of the practice, from patient scheduling and medical billing, to managing back office accounting systems and responding to medical record requests. With the implementation on an EHR system, further IT downtime and other performance issues could have directly impacted the level of care for the practice's patients.

With CompuTech City now monitoring the network 24/7 and conducting after hours preventative maintenance, security updates, and patch management, the practice has not experienced the same IT issues it had before and the staff reports improved reliability. The practice administrator has noticed a significant increase in productivity and efficiency now that the staff can focus on their work on not on solving complex IT problems.

CompuTech City also worked closely with the practice administrator and nursing manager to develop and implement the 55 policies and procedures required of all Covered Entities by HIPAA and the HITECH Act of 2009. These policies and procedures not only help the staff leverage the new technologies that are being introduced into the practice, but also ensuring the ongoing protection of PHI and subsequent compliance with HIPAA. The project was completed during the practice's attestation period, allowing them to meet the deadline for their Meaningful Use submission.



At a Glance

Single Provider
Pediatric Practice

What the client has to say about CompuTech City

"We are very pleased to have found CompuTech City. Working with the REC opened our eyes to the need for advanced IT solutions to support our practice and ensure we are compliant with all federal and state regulations. We do not have the resources and expertise to manage the IT systems ourselves. CompuTech City stepped in and helped us identify the elements that we needed to address and then helped us do so in a cost effective and efficient manner. They also were great to work with on customizing the HIPAA required IT policies and procedures that we needed to have in place before we could attest to Meaningful Use. I highly recommend them to all my colleagues."

Get Proactive! Call Us TODAY!

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