



Seeing a Better Way to Handle IT

How East Main Vision Clinic Improved their Operations with Help from Fuse Networks

Fuse Networks has been serving the Pacific Northwest since 2009, providing computer support and consulting to small and medium-sized businesses. Striving to eliminate IT issues before they cause expensive downtime, Fuse Networks provides enterprise-level IT practices and solutions to the small business sector, with small business prices.

About East Main Vision Clinic

East Main Vision Clinic is run by Dr. Joseph Day, an optometric physician with over 30 years of experience in diagnosing and treating eye conditions and diseases, specializing in dry eye management, glaucoma, and specialty contact lenses. Their focus is on gaining their patients' trust, while providing a quality, fun service with the latest technology.

Give them a call at (253)770-2732, or visit:
<http://emvc.net>.

It is easy to see how optometry is a medical field that would be reliant on technology to provide patients with the highest quality eye care as possible. A practice's information technology needs to be cutting-edge, which the leadership at East Main Vision Clinic learned fairly recently, as of this writing. Fuse Networks let them act on this knowledge.

Examining the Situation

East Main Vision Clinic was founded in 2007 by Dr. Joseph Day, who now serves as the CEO and chief practitioner there, employing over 20 people to assist in the diagnosis and care of a variety of ocular issues in patients of all ages. In order to diagnose and treat his patients, Dr. Day relies

on the technology that the office is equipped with - so much so, in fact, he states that essentially everything has a computer, or some sort of diagnostic equipment attached.

As a medical office, there are other technological concerns that need to be addressed, which Compliance Officer Angie Mortimer only knows too well. Her role requires her to use a computer the majority of her day, electronically submitting insurance claims and ensuring that the guidelines set by the Health Insurance Portability and Accountability Act (HIPAA) are upheld.

...it's helped streamline HIPAA compliance. Knowing and just having the confidence that what we say we're doing is being done... it's been a huge relief, honestly, to feel like the policies that we've set in place are lined up with HIPAA policy.

-Angie Mortimer, HIPAA Compliance Officer/Administrative Front Office Lead



Both sides of this business had operated for years with a reactive approach to their technological needs and issues. Working with a small company that delivered, as Dr. Day described them, “Band-Aid fixes,” the front office employees would do everything they could before calling this company. Many times, they were assured that things were “being handled” or “could only be done one way” after waiting for help to arrive. While this company had been sufficient when the clinic was smaller, it just couldn’t keep up anymore.

Making the Connection with Fuse Networks

East Main Vision Clinic sought out a second opinion for what they had been told was an “unresolvable” issue. One of Fuse Network’s employees came in, promptly resolved the longstanding issue, and offered to help them improve their other technology solutions as well. Certified Paraoptometric Assistant and Software Integration Specialist Carla Zartner was appalled by the results of the cyberthreat assessment that Fuse Networks provided.

These interactions made it clear to East Main Vision Clinic that it had outgrown the services of their previous provider, and they promptly made the switch to Fuse Networks and their services.

What Fuse Networks did for East Main Vision Clinic

The impact that Fuse Networks has had has been felt in every facet of the clinic. Most notably, their HIPAA compliance is a much surer thing, especially where their IT security policy is concerned. Through their managed services agreement, East Main Vision Clinic has 24/7 access to support, an onsite monthly standards review by a dedicated Engineer, and quarterly reviews with their virtual Chief Information Officer to ensure that their plans are set to achieve their goals. Fuse Networks’ clients have also greatly appreciated the proactive nature of their services. Fuse’s open communication and honesty boosts the confidence that Dr. Day, Angie, Carla, and the rest of the staff have in the solutions provided.

In fact, Dr. Day says knowing that Fuse Networks is there has allowed him to not only focus more on serving his patients, it has helped him sleep better at night. Angie finds the fact that she can trust what Fuse Networks says to be a huge relief, and Carla appreciates that Fuse Networks’ CEO Travis Thom personally visited the office to get a sense of the culture at East Main Vision Clinic, and that his team will answer even the silliest of questions.

The improvements made to East Main Vision Clinic’s IT solutions have enabled them to be confident that they can grow their business while still providing high levels of commitment and care. In fact, they are so confident in Fuse Networks, Carla says that they’ve already recommended them to other organizations.