

Health Associates, Inc.

Provider of healthcare management and benefits administration consulting services



HEALTHASSOCIATES
INCORPORATED

"I've won business over competing firms because of where Xvand puts me in the technology world. It has allowed me to focus on something other than systems and information technology"

- Ken Klingensmith, CEO

The Situation

As a service provider to healthcare practices in five states, Health Associates, Inc. must continuously keep abreast of the latest patient privacy government regulations, and structure its own recordkeeping system to create a secure environment for its clients. Maintaining a stable and secure computer system is a crucial and decisive factor for its clients and prospects. In addition, the company's decentralized computer system did not allow seamless transfer of data thus preventing expansion to new markets.

The Challenge

Health Associates would need to stabilize its work environment, by utilizing a centralized network through which patient data would be readily available – from inside or outside the office. All patient records would be digitalized, thus drastically reducing the number of misplaced faxes and paperwork. To simplify the client proposal process, the system would be fully scalable, to keep up with the latest government regulations, most notably, HIPAA (Health Insurance Portability and Accountability Act).

The Solution: IsUtility

Solution

1

Up and Running: Within five days, Health Associates was equipped with a complete, HIPAA-Compliant IT network, including a team of certified tech-support personnel standing by to immediately resolve any unforeseen technical issues.

Solution

2

Security: IsUtility's multi-level security policies enable seamless and secure transfer of confidential patient information between Health Associates employees, and with physicians and insurance companies.

Solution

3

Business Growth: Health Associates has seamlessly increased its presence into several new markets across the country while drastically reducing overhead technology and personnel costs.

Solution

4

Support: Soon after partnering with IsUtility-Xvand®, Ken's technology concerns were virtually eliminated. When the occasional minor technical inquiry arises, a live person responds to quickly resolve the issue – many times directly over the Internet or phone.

Solution

5

Improved Productivity: Important medical documents are recorded and transmitted electronically so employees can account for all data. Workstations are networked and kept up-to-date with the latest technology to better equip employees to process claims and billings – ensuring a more consistent and productive work environment.

Results

Before: Disaster Recovery

Proposals for new business involved extensive documentation of the network, hampering the progress of RFPs

- Server downtime (2-3 times a month lasting at least two hours each) delayed the process and exchange of critical healthcare data.

- New business opportunities limited by outdated IT network
- Decentralized IT network resulted in lost documents and facsimiles

After: New business

opportunities are now more plentiful and easily attainable. RFP's are composed more easily and efficiently.

- Security and disaster recovery measures allay concerns relating to integrity and stability issues.
- Consistently updated technology and a synchronized work environment allow HAI to foster customer relationships and enhance its service offerings while maintaining a more predictable and cost-effective IT budget.
- Expansion into new markets attributed to IsUtility's inherent mobile capabilities

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