



Sandhills Medical Foundation

A South Carolina FQHC

HillSouth began in 2014 providing IT services to Sandhills Medical Foundation with a simple network assessment. Over the years, the relationship has evolved and HillSouth has become a trusted partner working hand in hand with Sandhills Medical Foundation staff as they work to get their technology investments to achieve their goals of providing quality health care to an ever-growing population of patients.

HillSouth's first project in 2014 was extracting the data that would make the organization eligible for its first attempt at Patient Centered Medical Home status (PCMH). HillSouth worked alongside the software provider and ensured that the team at Sandhills Medical Foundation had all the data they needed to successfully complete PCMH.

Disaster Recovery Becomes a Necessity

As the company's patient population grew a new service delivery site with a state of the art building in Lugoff, SC was built and the company's datacenter moved to that location. HillSouth designed and continues to manage a disaster recovery plan that allows the administrative HQ in McBee, South Carolina to serve as a disaster recovery site should Lugoff fail.

A Bright Future in Partnership

Around 2016, HillSouth, helped the team at Sandhills Medical Foundation to prepare a Ryan White grant proposal. Ultimately this proposal for innovative collaboration between disparate databases at Sandhills that would improve HIV/AIDS patient outcomes was selected for funding the HRSA and a project began. HillSouth ensured that new IT equipment and software was installed on time and on budget to support the new services that would soon be available to Sandhills Medical Foundation's HIV/AIDS patient populations.

It is this kind of innovative thinking and true partnership between the two organizations that makes the alliance between healthcare IT provider and FQHC work. HillSouth is always evaluating the business needs of Sandhills Medical Foundation and thinking about how to better leverage IT to deliver on the business challenges that the FQHC management team faces.

Presently HillSouth provides day to day oversight of the company's firewalls, servers, backups, disaster recovery, and anti-virus of all the company's desktops under contract with the health center. This allows the Sandhills staff to focus their efforts on project management, end-user training and desktop and application (EMR) support.

"HillSouth has been a true partner in every sense of the word. Sandhills Medical Foundation is proud to work with the experts at HillSouth to deliver quality healthcare IT solutions that keep us focused on our business and worry less about the day to day IT."
- E. Stan Wardlaw, Chief Operating Officer

In the near future HillSouth is looking forward to helping Sandhills Medical Foundation embrace the cloud through hosted VOIP and integration with efficient email and collaboration solutions such as Microsoft Office 365. There may also be opportunities to leverage the larger bandwidth between the 6 delivery sites to further spread out the disaster recovery and backup solution that HillSouth manages to further mitigate against a natural disaster or man-made disaster's ability to impact services to the growing patient population.

Key Services From HillSouth

- Managed IT Services
- Disaster Recovery Design & Management
- Hosted Microsoft Exchange E-Mail
- Vendor Management
- Strategy and Consulting/Planning

Client Profile

- Federally Qualified Community Health Center (FQHC)
- Founded in 1977 with 6 service providing locations
- Using AllScripts EMR and PM



HillSouth

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