CASE STUDY – CENTER FOR DIGESTIVE HEALTH

The Center for Digestive Health in Orlando is one of the region's top medical establishments. They specialize in the testing and treatment of digestive illnesses, and features anesthesiology, pathology, and clinical services. CDH also has an on-site infusion suite that includes a full endoscopic research facility. With its role as one of the top digestive health centers in Florida, CDH must leverage its technology to better care for its patients.

When Seminole Office Solutions first assessed the needs of CDH in 2002, the determination was made to implement one multi-function display. As the Center for Digestive Services quickly grew, it became evident that the client needed a new printing solution that could keep up with the organization's rate of expansion. After a comprehensive IT assessment was made, Seminole's technicians came to the conclusion that a growing practice like CDH would require assistance with their data dissemination infrastructure. Therefore, work began on constructing a secure and powerful computing and printing network.

Seminole understood that, as a healthcare organization, security was a top concern for CDH. The Center for Digestive Health must share, as well as protect, large amounts of patient data and personally identifiable information (PII), while meeting government regulations. Another consideration was the use of both new data-sharing technologies and older file structures, which required new solutions that needed to be managed.

Seminole implemented their custom security and governance solution, which is a HIPAA and PCI compliant digital infrastructure that identifies potential concerns within their organizational makeup. This solution identifies and resolves security issues before they can become problems, potentially saving CDH's administrators both unnecessary expenses and headaches. Seminole was able to integrate this solution over multiple locations in order to help CDH streamline their workflows, while simultaneously helping to protect their patient's electronic health records (eHR), as well as sensitive organizational information.

Once CDH's security and governance solution was implemented, Seminole was then able to integrate over 30 MDF printing solutions across all four of CDH's locations. Plus, by using a survey of all employees and administrators, Seminole was able to place the printing solutions in places where they could be best utilized.

With the dynamic capabilities of these new machines, The Center for Digestive Health is able to fax and print from one location, streamlining their organizational workflow. Additionally, Seminole implemented a role-based access control system to provide organizational control

over which members of the staff had control over the printing; saving the organization money from the waste of printing resources.

Seminole also organized CDH's toners for streamlined access, while continuing to provide both organizational IT and printer support for the entire organization for over a decade. This, coupled with the backup and recovery system designed to create security and data redundancy, allows The Center for Digestive Health to focus on their patients and their process of delivering care, rather than having to worry about their technology. In this regard, CDH is a classic example of how organization's benefit from the managed service approach to IT.

For Seminole Office Solutions, watching The Center for Digestive Health grow from a single location into a powerful and comprehensive health maintenance organization, is what outsourced IT is all about. Seminole offers the modern business expertise in several avenues of technology. Seminole's experience with the design, implementation, and support of print and copy solutions, IT infrastructure, and communications systems make them a one-stop shop for all of your organization's technology needs.