



Advanced Orthopedics and Sports Medicine Institute

Client name: Advanced Orthopedics and Sports Medicine Institute

Location: Freehold and Monroe Township, New Jersey

Initial consultation: April 2008

CATS met with the client at their request and implemented our four-step process:

Assessed: Advanced Orthopedics and Sports Medicine Institute is a large medical group with eight doctors and about fifty employees. When we were first contacted, they were forming the group from two separate practices in separate locations. They had an IT company handling their systems, but they were not getting things done quickly enough. Nor could it bring crucial new Electronic Medical Records (EMR) applications online. AOSMI called CATS to make the new application work and to combine the two locations' disparate systems into one cohesive network.

Recommended: Due to the important, time-critical nature of the work, we skipped the formal proposal stage and went straight to implementation.

Stabilized/Implemented: We acted as an intermediary between the EMR software vendor, eClinicalWorks, and AOSMI. We were able to get the application up and running, and to transfer all existing patient data from the two practice's legacy systems into the new system.

While we were building the EMR system, we provided 100 percent of the ongoing support and maintenance for the practice's network via our Ultimate Care service. We set up and currently provide a Help Desk for AOSMI employees, which gives them unlimited IT support.

Also, we were able to troubleshoot and solve a phone system problem that the previous IT firm had never been able to fix. They were sharing the phone system from one office with the other, and were experiencing a great deal of static. CATS figured out the problem and fixed it in one week.

Next, CATS acted as project manager for the construction and installation of all IT systems at the new facility that was being built. This class A medical office, located in Freehold, was 25,000 square feet and had 150 endpoints. We met with the architects and specified all the technology needs for the new building, then supervised the actual installation. We implemented Windows Server 2008, Exchange 2007, MX Logic for email filtering and backup, and a corporate-class Sonic Wall firewall for protection. To save money, we utilized VM Ware to run multiple servers on one piece of hardware—since the EMR system required three servers, we bought one machine and then used VM Ware technology to split it up into three virtual servers.

We installed a desktop in each exam room cabinet and the LCD screen on an articulating arm. The doctors use these systems to show patients their digital X-Rays and to discuss patient

care. A total of 21 exam rooms were set up in this fashion and the patients are better off for it, never needing to carry around bulky X-Ray films.

We installed an office-wide audiovisual system with 12 LCD screens that are operated from a single console. They play educational and informational videos for patients.

We built a Patient Learning Center with eight kiosks, where patients can visit the AOSMI website and get information about procedures. We are in the process of preparing them to interface with the EMR system so that patients can input their personal information directly into the system, rather than filling out paperwork that must be entered manually. This will save AOSMI employees a great deal of time and reduce the chance for errors in the medical records.

Lastly, we supervised the planning and installed the IT infrastructure for AOSMI's new, second location in Monroe Township, and connected it via VPN to the main network. We saved significant expense by not needing any server technology at this location.

Maintained: AOSMI is under monthly contract for our Ultimate-Care support and Guardian monitoring services. They have had no major issues and no downtime.

Client benefits: We enabled the practice to get their EMR application up and running, supported and then joined two disparate systems, and supervised the planning and installation of the new office's IT system—all ensuring that AOSMI's physicians and staff could focus on getting their jobs done, completing the transition easily, and growing their business. We saved them a great deal of money throughout the process by implementing cost-cutting measures such as the use of VM ware to decrease their hardware expenditures. Also, our work on connecting the patient kiosks to the EMR software will increase AOSMI staff productivity by having patients enter their own personal data into the system.