

Case Study

SHACKELFORD COUNTY HEALTH CLINIC GAINS TRUST IN IT WITH TOLAR SYSTEMS

Faster response to IT issues, better reliability and more timely management of the clinic's IT needs as well as increased collaboration within the clinic and with other health district systems are just a few of the benefits that Shackelford Health Clinic has received from working with Tolar Systems.

TOLAR
SYSTEMS, INC.





Shackelford County Health Clinic

Shackelford County Health Clinic is a rural healthcare provider with eight employees, including office medical staff, located in Albany, Texas. Shackelford had an out-of-town provider that was responsible for managing their IT system needs. However, this provider wasn't able to provide a satisfactory level of service.

According to receptionist Janie Saucedo, who was Tolar Systems' primary point of contact during the project, "We were working with another provider but they weren't getting our problems solved in a timely manner. They were delaying our projects all the time."

Shackelford reached out to other area businesses for a solution, and were referred to Tolar Systems for help.

The Problem

Shackelford was experiencing poor performance with its office Wifi network, and were unable to run E-MD Solution Series, their core business application, from the clinic's laptops. Doctors in the clinic were unwilling to let go of paper processes and move management of patient health records into the software, reducing the return on investment in the application as well as impacting workloads within the office since information had to be maintained both electronically and on paper.

Other issues included:

- Lack of timely, trackable system backups, including backups of POP based email.
- Difficulties scanning documents into the electronic medical records system.
- Issues with system performance and software reliability.

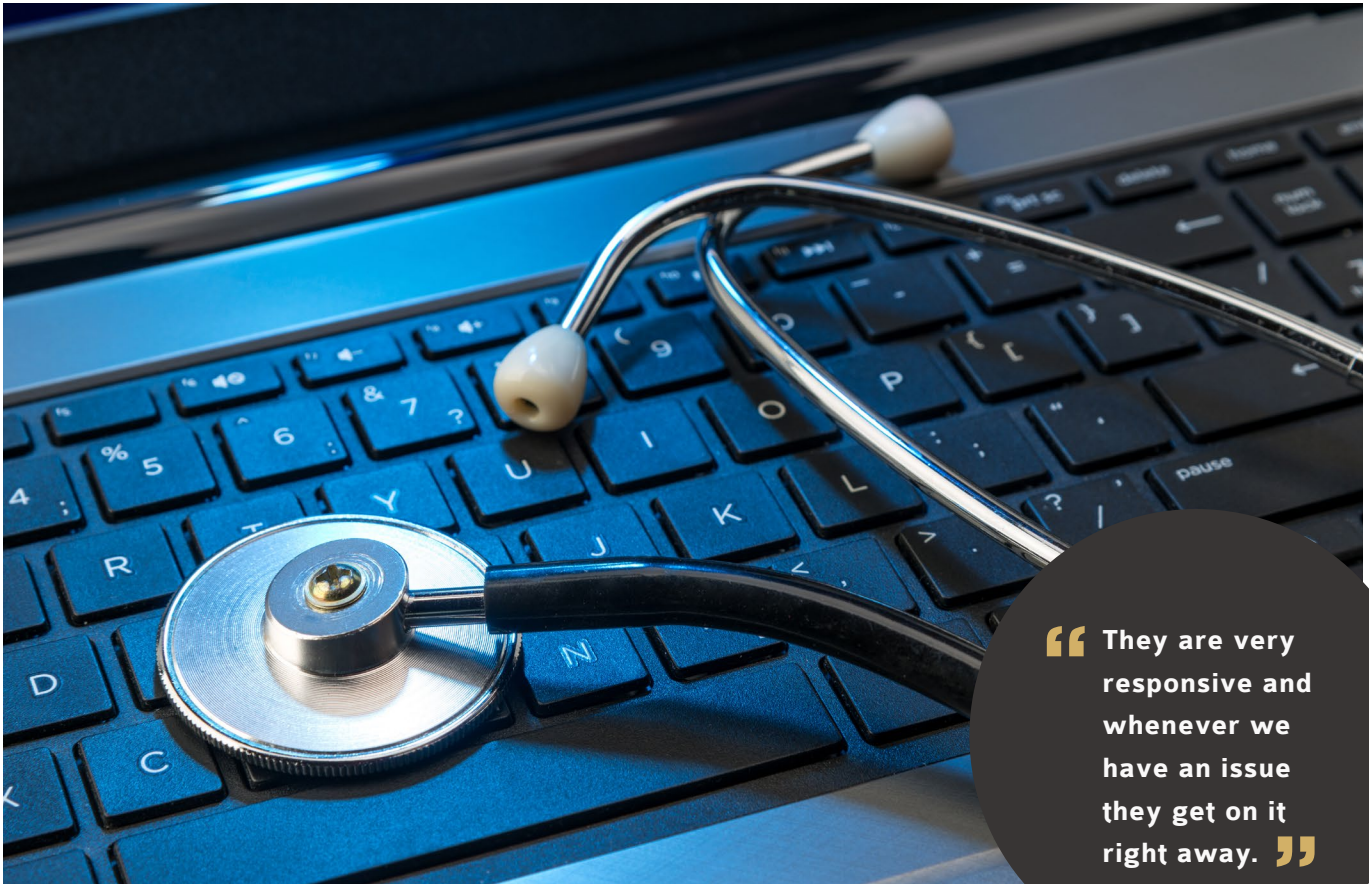
According to Saucedo, "We needed somebody reliable, who knew what they were doing."

The Solution

Shackelford selected Tolar Systems to perform an assessment of their IT systems, analyzing the clinic's network against industry best practices and the needs of the clinic's core software.

Tolar Systems performed a Level II Assessment, resulting in a detailed plan of the changes needed to resolve the issues Shackelford was experiencing, including equipment investments needed to get things working properly. To ensure performance going forward, Tolar Systems also recommended Complete Care to manage Shackelford's IT needs. Tolar Systems credited back the cost of the assessment against the projects it proposed.

“ Since we have been working with Tolar Systems, we have been able to eliminate most of our reliance on paper. ”



“ They are very responsive and whenever we have an issue they get on it right away. ”

To resolve the issues that Shackelford was experiencing, Tolar Systems:

- Managed installation of a brand-new, more reliable wireless network and firewall to securely support business needs within the clinic as well as needs for remote access.
- Oversaw the purchase of new tablets that were supported by their software vendor. Old, unsupported tablets were sold on eBay to offset the cost of these purchases.
- Reviewed hardware and peripherals, such as scanners, that were supported by Shackelford’s core software vendor, and managed the purchase and installation of the needed hardware.
- Installed a new database server and electronic fax server that could integrate with their core applications, improving space utilization as well as processing speed.
- Analyzed security risks to improve the clinic’s HIPPA compliance.

Tolar Systems also managed the purchase of a new domain for the clinic, and met the clinic’s needs for more collaborative business productivity tools via the implementation of Office 365.

As an ongoing Complete Care customer Tolar Systems also reviews patches and updates released by Shackelford’s core software provider on a monthly basis. Tolar Systems works with Shackelford to determine the timing of these patches and updates, which are typically done remotely on Shackelford’s terminal server and desktops outside of business hours. This helps Shackelford maintain system performance, as well as improving office productivity and reducing time lost to fix IT issues.

Working with Tolar Systems

According to Janie Saucedo, working with Tolar Systems was easier than expected, even though as the assessment and project progressed, it turned out that Shackelford had more issues to resolve than they had originally identified.

“Tolar Systems was very easy to work with and things went pretty smoothly, even though there was more work needed than we had originally thought. But it’s been great working with them. They are responsive, they do their jobs, and they ask the right questions to the right people. They are able to do a lot remotely so they only come into our office when they’re needed. When they do have to come in, they make it easy to work together.”



Business Impact

Shackelford Health Clinic can now rely on their IT systems as a more integral part of their business thanks to the solutions that Tolar Systems provided. Saucedo said, “Unlike our previous vendor, they are very responsive and whenever we have an issue they get on it right away.”

These projects have also supported integration between Shackelford, which is owned by the local hospital district, and other organizations within the district. Tolar System also manages IT needs for the district’s EMS and Pharmacy services, and has been able to integrate the three organizations into one instance of Office365 to increase collaboration across the district.

The Results

Faster response to IT issues, better reliability and more timely management of the clinic’s IT needs, and increased collaboration within the clinic and with other health district systems are just a few of the benefits that Shackelford Health Clinic has received from working with Tolar Systems.

According to Jera Fairley, Shackelford Administrator, one of the biggest advantages of working with Tolar Systems is that clinic staff are now able to trust their IT systems to support their business needs. Fairley said, “Previously, the medical staff had all kinds of problems with our software, to the point that they were unable to regularly use it. Because of this, we had to keep both paper and electronic records, which was very time consuming for our medical and office staff.”

“We always feel supported, regardless of the size of our IT needs, and that not something that every company is able to provide.”

“Since we have been working with Tolar Systems, we have been able to eliminate most of our reliance on paper and rely mainly on the software. Paper records are now used mostly for reference. Our medical staff are confident enough in our IT systems to let go of the paper charts, and I believe this is because of the support we get from Tolar Systems. We always feel supported, regardless of the size of our IT needs, and that not something that every company is able to provide.”