



## CASE STUDY

**Client:** Memorial Medical Center of West Michigan

**Industry:** Health Care Organization

**Solution:** AnyWare Group's ROAM Technology

**Business Challenge:** An emergency patient needs an immediate diagnosis from a specialist in a distant city and Memorial Medical has to provide the MRI from the PACS system to that physician, even though he isn't a currently registered user of the remote access system.

### BACKGROUND

Hospitals depend on physicians and radiologists to "sign-off" on patient records – but it is difficult to compel or sustain compliance when physicians are spread out over a wide rural area. A high level of complexity can discourage consistent adherence to the "sign-off" policy. While teleradiology has significantly improved the schedules and working environment of radiologists, not all remote access technologies are created equal. When remote access to hospital systems imposes an unnecessarily complicated procedure on hospital management and physicians, it can't help but lower their expectations – and negatively affect the community.

Headquartered in the town of Ludington, Michigan, an area known for its beautiful beaches, spectacular sunsets and numerous parks, Memorial Medical Center of West Michigan serves a community spread out over 4 rural counties. With over 500 employees, including those working in a satellite primary care facility in a neighboring county, Memorial Medical Center depends on their remote access portal to quickly and reliably deliver medical systems, applications and file shares to their stake-holders and ensure that the hospital's "sign-off" policy is observed.

Since it was installed, Memorial Medical's remote access solution has improved the effectiveness and lifestyles of physicians, administrators and IT staff.

### CHALLENGE

An emergency patient at Memorial Medical Center of West Michigan needed to be transferred to a distant urban hospital. A radiologist at the distant hospital was asking for the patient's MRI from the PACS, in advance of the patient's arrival.

Many rural hospitals would have had a difficult time providing the urban radiologist with access to their PACS. Even if they have the capability, setting up an IPsec VPN user with adequate permissions can often require the installation of special PC software and a list of complex procedures – not to mention the potential for conflict with the pre-existing software on the user's PC. And if the radiologist is a Mac user – forget it.

### SOLUTION

The urban radiologist was able to access the PACS right away because Memorial Medical relies on the ROAM "Platform as a Service" for their remote access solution.

Memorial Medical originally selected ROAM when they were looking for a remote access solution that would help them achieve their goal of 100% "sign-off" of patient records.

Prior to introducing ROAM, Memorial Medical provided access to their HIS through IPsec VPN, which required that IT staff either burn and mail out a CD or visit distant offices and homes to install a client on each of the personal computers belonging to authorized users on the network. It was very time consuming for IT

staff and tended to act as a disincentive to granting remote access to new users.

With ROAM, Memorial Medical's IT Department can quickly set up a user through the secure online admin tool. They then provide the URL, username and password to the user, who can then log in and get to work through a personalized portal that restricts access to only the systems and information needed, based on role.

### RESULT

Because the management at Memorial Medical had chosen ROAM, the remote radiologist was surprised to find that the IT department at Memorial Medical could set him up with a new temporary remote access user account immediately and, within minutes, he was reviewing images and dictating his diagnosis.

*"And after he was finished, the radiologist called and said that it was such a wonderful experience – that he could just login and get those records. ROAM is much easier than the system they used in his hospital. He was very impressed with the whole way that it was handled and the ease with which ROAM had made those records available."*

– Sue Luskin, IS Supervisor

The outcome was positive, not only for the patient, but for the IT team at Memorial Medical, who were complimented for having a system that the "urban" radiologist said had enabled him to get what was needed and be done.

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