

Variety Care Oklahoma City, OK

Variety Care of Oklahoma County, OK is a Community Health Center (CHC) serving over 50,000 residents. As a CHC, they receive funding from the Bureau of Primary Health Care. This funding is used to provide patient care to all of the county residents, including the uninsured. This funding is also used for Health IT programs designed to support EHR (Electronic Health Records).

Carl Flippin, Manager of Information Systems for Variety Care, wanted to enhance their current workflow with a more reliable solution. Their eClinical Works EMR system was running on commercial grade tablets. The process starts when the attending doctor receives a notification on their mobile device after the patient is checked in. To streamline the process, a medical assistant collects the patient's vitals, enters the data into a mobile device and then the doctor conducts the exam. Once the exam is completed, the doctor electronically transmits prescriptions. Additionally, the billing is completed because patient data is processed in real-time.

Previously, Variety Care had been using commercial grade tablets that were not specifically designed for the demands of a healthcare environment. The tablets were not ruggedized and often experienced many breaks and failures which resulted in increased downtime.

Carl turned to the Internet in search of a technology consultant with experience implementing EMR solutions. After watching a series of DataSource Mobility exclusive product review videos, Carl was convinced to consult with DataSource Mobility.

DataSource Mobility sat down with Carl and his team to discuss their needs and objectives. He expressed that the main criteria for the mobile devices were:

- Durability;
- Wireless capabilities;
- Portability;
- Lightweight; and
- Reliability.

After careful consultation, DataSource Mobility presented several best-in-class mobility solutions for evaluation and assisted with the process. To ensure that Variety Care would get the buy in of doctors and medical assistants, DataSource Mobility recommended that Variety Care utilize their Proof of Concept Program. The program is designed to provide customers with a pilot program to collect user feedback.

Challenge: Upgrade existing technology to an EHR (Electronic Health Records) solution to improve the healthcare workflow.

Solution: Panasonic Toughbook C1 convertible tablets running eClinical Works for Doctors and Medical Assistants, and Meraki wireless access points with 802.11n for great connectivity across the health center.

Results: Patient data is immediately entered into electronic records, which also captures billing information. Doctors are able to see patients quicker. In turn, they are able to see more patients and better serve the needs of the community.



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After a successful three week pilot, Variety Care decided that the Toughbook C1 was the ideal solution for their doctors and medical assistants. Carl said, "The doctors were quick to adopt the Toughbook C1 because of its convertible tablet design, 10 hour battery life, multi-touch capabilities, wide-range of wireless connectivity and hand strap for convenient portability."

After several months of a successful Toughbook deployment, DataSource Mobility contacted Variety Care as part of their Customer Care Process to make sure all was going well. During the Customer Care call DataSource Mobility learned that Variety Care was experiencing significant wireless interference and connectivity issues with their current Cisco and Linksys 802.11 a,b,g systems. Because of the relationship, DataSource Mobility has with Variety Care, and their knowledge of their application and technology, they went to work on designing an appropriate solution.

Taking into consideration that Panasonic Toughbook devices have both 2.4 and 5.0 frequency bands on their wireless cards and Meraki wireless solution offers dual-band antennas; DataSource Mobility knew that by combining their features they had the right solution for Variety Care.

DataSource Mobility shipped Carl a demo of the Meraki wireless access point to test with his existing Toughbook products. Carl said utilizing the 5.0 frequency band over 802.11n significantly improved their wireless throughput and their wireless problems have almost completely disappeared. Carl also appreciated the ease of which the solution was deployed, along with the online management tools enabling him to monitor wireless activity across the network.

Overall, the lightweight and portable design of the Toughbook products has greatly improved productivity. Carl adds, "Due to the durability of the Toughbooks and the great wireless connectivity with Meraki's access points, the doctors are able to access patient records anywhere in the facility, see patients quickly and transmit data immediately. It helps us better serve our community."

Carl credits DataSource Mobility's industry expertise with the success of their deployment. He states, "They were very helpful and knowledgeable about the healthcare industry and the available solutions and they recommended the right products. DataSource Mobility provided great service and support and all of the solutions they presented us have been best-in-class for our industry."

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-Carl Flippin
Manager, Information Systems



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