

InfraStruXure® gives Health Clinic Much-needed Shot in the Arm



"As our clinic grows and adds more servers and equipment, we can build on our InfraStruXure® and not be forced to choose another solution."

*Sally A. Wheeler, Director of Information Systems,
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"We are the largest community-based health center in Northern New Hampshire and the sole provider of primary care medical services in the Androscoggin Valley, serving 19,000 residents. We provide innovative, personalized, comprehensive health care and social services of the highest quality to everyone, regardless of economic status.

"Like many health care providers, our clinic has gone paperless – no more paper charts, records, billing or appointment schedules. We use an Electronic Health Record that our physicians can access from their office, the hospital or even from home if needed for a consult off-hours. It is vital that patient charts be accessible for needed information for each patient visit, but it is also critical for patient privacy and for complying with federal HIPPA regulations that we protect it.

Winter Storms Put Data at Risk

"That's our job in the Information Services department: to maintain the integrity of our data and ensure it remains accessible but secure. Our server room is the heart of the system, maintaining nine servers and our Shoreline IP-based telephone system. But in New Hampshire's Northern White Mountains, winters are harsh and it is not uncommon for our power to fluctuate or be lost completely.

"An outage would mean no access to our patient charts through Electronic Health Record (EHR), our billing system or our telephone system. In an emergency care situation, no access to patient background information could be life-threatening.

"We were using separate battery backup units that only kept the servers up for a brief amount of time and they were not in a secure and climate-controlled environment. It was time for an upgrade and we looked to APC for a solution. We needed to keep our servers up for an extended period of time during a power outage, at least 45 minutes to ensure that the technician on call could get to the server room to take care of business.

InfraStruXure™: Just the Right Dosage

"Since we are not 24/7 facility, we felt a generator was an over-investment. InfraStruXure® allowed us to customize a solution that was the right size at this point in time, was much less

costly and would do what we needed it to do. The pay-as-you-grow scalability was a big factor in our decision. As our clinic grows and adds more servers and equipment, we can build on our InfraStruXure and not be forced to choose another solution.

“InfraStruXure gives us the assurance that our critical servers and equipment are protected, will shut down gracefully, and notify us in the event of a power outage. Its ease of management means there is no guesswork involved in knowing if our circuits will be overloaded. And InfraStruXure’s built-in LCD screen lets us know how many more units can be connected to the built-in power strips. Monitoring power and environment at the rack level helps us avoid unplanned downtime and saves trouble-shooting time.

“Another deciding factor was APC’s reliability: we had used smaller APC units, and our network vendor promotes and recommends APC products. Designing and installing our InfraStruXure was a great experience. We received excellent service and our questions were always answered in a professional and timely manner.

“InfraStruXure now protects our entire operation: Electronic Health Record server, our Practice Management Software Server, our domain controllers, our telephony server and switches, routers, and our backup solution unit. And I’m actually looking forward to future growth, knowing that InfraStruXure’s modularity will make it easy.”