CASE STUDY

DBTECH'S EHR DOWNTIME SOLUTION

DBTECH'S CUSTOMER

For the past two years, dbtech has been working closely with one of their customers, a long-term care healthcare organization, to implement an effective EHR downtime solution. Before adopting the dbtech downtime solution, the organization relied on a paper-based downtime procedure, which hindered electronic registration during downtime events. This limitation prompted them to seek a more robust solution.

Currently, everyone involved in registration and several nursing units within the organization utilize dbtech's downtime solution. The solution has proved to be highly efficient in mitigating registration delays and providing ransomware protection during downtime events.

CHALLENGES SOLVED BY DBTECH'S DOWNTIME SOLUTION

The decision to use dbtech's downtime solution stemmed from its standout feature—a two-way HL7 sync that ensures seamless updating of patient information before and after downtime. Without an EHR downtime solution, offline patient information updates would be impossible. The solution addresses critical challenges by protecting patients and providing access to vital information during downtime events. Today, the facility uses dbtech's downtime solution during network and EHR system downtimes to view patient information, register new patients, and enter nursing notes.

TOP BENEFITS REALIZED BY DBTECH'S DOWNTIME SOLUTIONS

The top benefits of dbtech's downtime solution for this healthcare organization include:

ELIMINATES PAPER-BASED PROCEDURES

The organization has transitioned from cumbersome paper processes to efficient digital ones.

EASE OF USE

The solution is user-friendly, making it easy for staff to adapt.

MAKE SEAMLESS EHR UPDATES

All information is seamlessly updated into the EHR system following the downtime event.

HOW DBTECH'S CUSTOMER BENEFITS FROM THEIR DOWNTIME SOLUTION TODAY

Today, the healthcare organization operates more safely and effectively with the added ransomware protection provided by dedicated downtime workstations. Such safeguards are invaluable for a healthcare organization, as the consequences of hackers accessing sensitive patient data can be severe. As a result, the organization has greater control over its system and can access vital information during downtime events with minimal delays.

A large part of the organization's success with dbtech's downtime solution is the ability to access patient information even during scheduled monthly downtimes. They praise the flexibility of the HL7 sync, which allows them to export some information outside the EHR via automatic file export.

> The data refresh rate has increased from 4 plus hours to 15 minutes because of the speed of the dbtech downtime solution. This means that at the beginning of any downtime event, the patient data in the system is 15 minutes old or less.

> Significant time saved for clinical staff who no longer have to scan or enter information back into the EHR. With rapid recovery it is all exported automatically, saving not only hours of time, but keying errors and omissions.

DOES OUR CUSTOMER RECOMMEND THE SOLUTION TO OTHER ORGANIZATIONS?

Yes, the healthcare organization highly recommends dbtech's downtime solution. They regard it as an exceptional extension of their EHR system, offering unparalleled protection during downtime events. The added ransomware protection from the dedicated downtime workstations is an invaluable benefit that the organization did not have before.

Overall, dbtech's EHR downtime solution has been incredibly beneficial for this healthcare organization. It has addressed critical challenges such as protecting patients and providing access to vital information during downtime events. With its ease of use, elimination of paper-based procedures, and seamless EHR updates, it's clear that other healthcare organizations can also benefit significantly from implementing dbtech's solution.

FAVORITE FEATURES

HL7 SYNC

AUTOMATIC FILE EXPORT

OFFLINE CAPABILITIES