

# COMMUNITY GENERAL HOSPITAL SYRACUSE, NEW YORK

WWW.CGH.ORG

## CUSTOMER PROFILE:

Community General Hospital is a 365-bed acute care hospital offering emergency services, medical and surgical care, intensive care, maternity services, inpatient psychiatric care, and numerous outpatient testing and community health education service. Community General Hospital also operates a 50-bed skilled nursing unit and primary care medical office in Onondaga County, New York.

## CUSTOMER HL7 CHALLENGES:

- + Manage extensive healthcare technology expectations on a limited budget
- + Implement an increasing number of required HL7 interfaces while implementing a new Hospital Information System (HIS)
- + Reduce the costs of implementing and supporting HL7 interfaces

## CUSTOMER SOLUTION:

- + Replaced previous generation integration technology with NeoIntegrate™ – a new, robust communications engine
- + NeoIntegrate:
  - + Reduced the cost to build HL7 interfaces by eliminating programming costs
  - + Enhanced the capability to monitor and support HL7 interfaces – more proactive
  - + Delivered real HL7 results while supporting new HIS and other critical applications
  - + Implemented interfaces between key healthcare applications, including Eclipsys SCM, IDX, McKesson Horizon Meds Manager, Eclipsys AM/ PFM, Dictaphone, ExitCare, Misys (reference lab), CBORD, DrChart, TMS, RL Solutions

## COMMUNITY GENERAL HOSPITAL INSIGHTS:

Mitch Rozonkiewicz is the CIO for Community General Hospital and is a proven leader in driving IT performance to support the critical operations of an acute care hospital. Mitch's insights:

*"Community General Hospital, like most acute care hospitals, has many competing priorities all of which require quick response, effective implementation, and value-added results. We respond to the many demands placed on us, and we expect our key partners to respond like they are an extension of our staff."*

*NeoTool exceeded our expectations in the implementation of NeoIntegrate and have continued to deliver support and enhancements after the sale. With their solution – NeoIntegrate – we implemented over 30 robust interfaces with minimal resources and on a tight time schedule. NeoIntegrate enabled us to lower our interfacing costs, decrease our time to deliver HL7 interfaces, and enhance our capability to deliver more value to our healthcare professionals."*

Scott Elia is the Director of Integration for Community General Hospital. Scott's insights:

*"Community General Hospital's team is always ready to deliver and support new systems to improve patient care. Implementing a new HIS while extending interfaces to other hospital applications is always exciting but is seldom an easy task. When we decided to install a new HIS and replace our old communications engine, we recognized that supporting existing applications while installing a new system would put additional pressure on the staff. Early in the process, the NeoTool team and our team came together to discuss the approach and our expectations."*

*The HL7 support in NeoIntegrate, combined with NeoTool's creative approach for implementation, allows us to upgrade the HIS HL7 interface from version 2.2 to 2.3.1 while continuing to deliver HL7 version 2.2 messages to our ten pre-existing partners. This prevented us from requesting interface upgrades from each of our application vendors.*

*As a very detailed oriented person, I am responsible for managing closely to the high standards that we set, and I wanted to make sure the NeoTool team understood our process. I am happy to say NeoTool delivered above our expectations. Without question, NeoTool's healthcare interface solution is the best around. It enabled us to move to a higher level of integration performance and quality standards without increasing our staff. We have raised the bar with NeoIntegrate.*

*NeoTool offers the great combination of expert, user-friendly HL7 advice and industry-leading solutions that allow acute care hospitals to perform at the next level of interfacing."*

#### ABOUT NEOTOOL:

NeoTool's healthcare integration solutions empower organizations to develop, test, deploy, and manage data exchanges between healthcare applications and providers. Through software, training, and consulting, NeoTool is the largest firm dedicated solely to HL7 and healthcare application interfacing. NeoTool customers include healthcare providers (e.g., hospitals, imaging centers, labs, and clinics) and healthcare software application providers and medical device manufacturers. [www.neotool.com](http://www.neotool.com)

#### ABOUT NEOINTEGRATE:

NeoIntegrate is a simple and effective way to build, test, manage, and monitor HL7 interfaces. Key features include:

- + Process any HL7 message
- + Graphical user interface for routing, mapping, and filtering messages
- + Testing tools available at each stage of interface development
- + Administration Console for monitoring and controlling interfaces
- + Alert system to notify specified people based on different events and time of day
- + Intuitive connection creation wizards to quickly establish connectivity
- + Complete TCP/IP-MLP communication infrastructure
- + Preloaded with all the messages, segments, fields and data types for all HL7 2.x versions actively used in the field
- + HL7 message editing tools for defining specific "flavors" of HL7, including customizations such as Z segments
- + Log viewing tools to filter and display message traces
- + Handles cardinality during message configuration
- + Message conformance checking for HL7 validation
- + Remote management
- + Plus many more value-added features ...

#### CONTACT US

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