

RIVERVIEW HOSPITAL NOBLESVILLE, INDIANA

WWW.RIVERVIEW.ORG

CUSTOMER PROFILE:

Riverview Hospital, located in the heart of Hamilton County, Indiana, is a 2006 recipient of Professional Research Consultants' Excellence in Healthcare Awards for Medical Staff Perception. Riverview Hospital offers comprehensive healthcare services in state-of-the-art facilities to address the needs of the community they serve. Riverview's main campus, located in Noblesville, includes a full-service, 161-bed hospital and three outpatient clinics. In addition, Riverview has an outpatient clinic located in Carmel.

HEALTHCARE INTERFACING CHALLENGES:

Riverview Hospital needed to replace several mission critical applications. They had been on the A4 Patient Registration / Accounting system as well as the Order Entry and Clinical Repository systems for 20+ years. In 1999, A4 changed its focus to Emergency Room and Physician Office systems. Riverview decided not to implement major enhancements to their then current systems. After an external audit, Riverview Hospital chose to go with the best of breed concept, which meant they would have several new vendors replacing the hospital's current applications.

CUSTOMER SOLUTION:

- + To facilitate the integration of the new systems, Riverview Hospital believed NeoTool's robust interface engine, NeoIntegrate™, would be a way of easing this pain. Currently, Riverview has 18 inbound connections and 28 outbound connections in their NeoTool production environment.
- + NeoIntegrate enabled Riverview Hospital to:
 - + Control their workflow environment by effectively connecting and exchanging patient data between Keane (HIS) and the department and outpatient clinic applications, as well as, offsite partners. (Department applications include: Misys CRR, SOFT, HeartLab, WITT, QS Fetal Mon, OneCall, ORSOS, 3M HDM-Quadra-med, CBoard, Pyxis, etc.)
 - + Become more independent of the application vendors to make their systems communicate with each other
 - + Proficiently manipulate the Admit/Discharge/Transfer, Orders and Results messages being sent between their systems
 - + Effectively remedy issues between the vendors
 - + Save the hospital time and money

RIVERVIEW HOSPITAL INSIGHTS:

Terry Rafferty, Systems Analyst, has many years of experience in IT and leads the integration efforts at Riverview Hospital. Terry's insights:

"NeoTool helped us with Riverview Hospital's new strategic approach and enabled us to implement the solution effectively throughout the health system. Riverview is more in control now when building interfaces between vendors. In the past, our Registration/Order Entry vendor (A4) would talk directly to the other vendors, cutting us out of the loop and leaving us with limited knowledge to maintain the new connection. NeoIntegrate has helped us provide better communication between Keane (HIS) and our clinical systems. We have the ability to quickly debug interfacing situations and figure out where problems are located. Implementation costs are minimal because NeoTool is easy to use when it comes to setting up new interfaces. We rely on it to manipulate the messages to meet vendor's needs. Vendors are making fewer changes, and we are deploying interfaces more quickly. Our operations costs are kept to a minimum with NeoIntegrate. This our first real interface engine, and it fits in our hospital environment quite well. We are able to show personnel with little HL7 knowledge how to monitor and debug interface issues."

Michael Mover is the Chief Technology Officer at Riverview Hospital. Michael's insights:

"The NeoTool team is rock solid. After purchasing NeoTool's interface engine, NeoTool quickly trained our team and enabled us to complete a 'big bang' approach within a very short time. NeoTool's customer focus is remarkable. NeoTool's support and implementation team gave Riverview the confidence that resolving any question or issue was handled skillfully and promptly."

ABOUT NEOTOOL:

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

ABOUT NEOINTEGRATE:

NeoIntegrate supports the full life-cycle on healthcare interface development.

PHASE	NEOINTEGRATE KEY FEATURES:
Developing Interfaces	<ul style="list-style-type: none"> • Create the business processing rules for the interface including modifying data, logical constructs (if/else, foreach loops), and message distribution • Quickly define where to route message • Enable one to many message routing (e.g., send one message to multiple applications and/or providers) • Convert messages between different versions of HL7
Testing Interfaces	<ul style="list-style-type: none"> • Validate HL7 message against a selected version (standard or user-modified) • Support iterative process until all message errors are resolved • Support component level testing (i.e., testing occurs independent from an operating interface) • Test interfacing processing rules
Deploying Interfaces	<ul style="list-style-type: none"> • Easily export interface configuration to established production environment with a single operation • Create a complete backup of interface configuration with a single operation
Monitoring & Maintaining Interfaces	<ul style="list-style-type: none"> • Support detailed log files – All log files record 24 hours of activity which are archived for user-defined periods of time • Resend messages from archive, if needed • Define critical alert criteria by day, time, event, and severity • Define unique alert configurations on a per interface basis • Monitor status of interface connections – Green, Yellow, Red – for easy viewing

CONTACT US

NEOTOOL, LLC
 6509 WINDCREST DRIVE SUITE 160B PLANO, TEXAS 75024
 469-229-5000 (VOICE) 469-229-5001 (FAX)
 SALES@NEOTOOL.COM WWW.NEOTOOL.COM

