

Everest Consultants, Inc. Healthcare Services

Healthcare Portals Patient access and self help through technology

Healthcare IT processes face unprecedented demands, including the need to connect multiple disparate systems to enhance care and improve communications, enable workforce mobility, and develop new care delivery models. Healthcare organizations plan to meet these demands by utilizing their core IT infrastructure as a strategic asset while reducing total cost of ownership and improving service levels and organizational agility.

Challenges to physicians, surgeons, and managers is that many healthcare workers often have heterogeneous operational systems coexisting in their environment covering a wide and diverse range of applications from patient care, physician/provider administration, contract management for health plans to supplies management.

The requirements of an always-on, 24/7 clinical or hospital environment increases the pressures on healthcare IT departments to provide rich, connected capabilities across the healthcare organization, while protecting both the IT environment and its confidential data from intrusion and disruption.

Optimizing IT infrastructures with integrated management and security solutions from Microsoft enables healthcare organizations to better manage changing requirements and help improve care outcomes by the following:

- **Controlling Costs:** Simplify, automate, and centralize IT operations to optimize resource utilization. Since Microsoft technology is widely available and enables interoperability among systems, data, and devices, it is cost-effective and flexible in meeting the needs of both IT and healthcare professionals.
- **Improving Service Levels:** Integrate monitoring management and security tools to maximize system uptime. Microsoft core IO tools, solutions, and best practices provide healthcare organizations with the security-enhanced, high availability environment necessary to support improvements in business and patient care outcomes.
- **Increasing Agility:** Adapt the IT infrastructure to rapidly meet the complex and changing needs of healthcare organizations. Microsoft's flexible technologies provide the foundation for an agile and efficient organization that can not only adapt to, but capitalize on, ever-changing industry and patient demands.

Everest Consultants, Inc., a long-term player in the Healthcare domain

As a Microsoft Gold Certified Partner, Everest Consultants, Inc, has the access to and experience of working with the entire suite of Microsoft technologies including products that support development of Microsoft Portal solutions. Everest's deep healthcare and medical industry experience, long-time support of HIMMS and other healthcare organizations, lessons learned from hundreds of successful engagements, and onsite and offshore capabilities make an excellent extension to your existing engineering group. Everest excels in technologies and solutions for developing healthcare portals enabling hospitals and providers to spend more time focusing on patients and outcomes and less time on administrative needs.

Customer benefits from Everest solutions

Our Portal solutions provided multitude advantages to customers.

- Simplified consolidated information from across organizational boundaries and different teams, departments, and entities into a unified view, enabling caregivers to work together with colleagues on clinical and operational practices and procedures.
- Aided administrators to streamline content management and integrate content and workflows across line-of-business applications while complying with privacy and security mandates.
- Helped communicate organizational and operational information with staff, and provide patients with highly secure access to caregivers and health information consolidating multiple information sources into a centrally managed repository and streamlining everyday processes by providing electronic forms and built-in workflow optimization tools that operate on and deliver relevant information through tools such as the Microsoft Office system and Web browsers.
- Provided health professionals an affordable, consistent method for searching, organizing, managing, and targeting information where and when they need it, making it easy to access and share information more efficiently and effectively.

Everest developed the capability to extend the Portal solutions through the use of Microsoft unified communications technologies to provide a centralized, easily-managed hub for e-mail, phone and voicemail, messaging, Web conferencing, and other forms of electronic communications.

Everest, on a short learning curve, developed several portal solutions based on the requirements and purpose.

Clinical portals help deliver consolidated access to patient information through a single entry point and facilitate collaboration and communication for primary caregivers and teams of specialists. Clinical portals enable:

- Increased mobility with security-enhanced access to information systems and patient data at the point of care by connecting to the portal with Tablet PCs, Smartphones and other mobile devices
- A consolidated view of current patients' care plans—including test results, medications, images, progress notes, transcriptions, and orders—which helps provide a single information source
- Patient safety screening by dynamically displaying patient data from monitoring tools and other clinical systems on a portal that caregivers can access from almost anywhere, enabling diagnosis and treatment at an earlier stage
- Enhanced collaboration, including sharing clinical information via the portal and unnecessary retrieval and storage of redundant information.
- Replacement of manual data entry with automated forms that are easy to use and have electronic workflow and signature capabilities
- Effective training for distributed caregiver teams that enables them to stay up-to-date with new medical advances, policies, and procedures.

Administrative portals make it possible for health administrators to make intelligent decisions based on integrated views of data about costs, services, clinical recommendations, operations, and staff. Administrative portals also provide:

- Targeted information for different individuals and groups, enabling data and transactions to move seamlessly to the appropriate person or team, including caregivers, staff, administrators, and patients
- Enterprise search and e-discovery tools that enable clinicians, administrators, and patients to find the most relevant content for daily operations, research, and records management
- Reduced workload increasing productivity with automated forms that replace manual data entry and research
- Integrated search capabilities which allow health administrators to access records without leaving the application
- Document and records management that includes versioning, rights management, history and security controls, defined electronic publishing, and notification and distribution processes across the organization
- Improved accreditation tracking with document routing and review, workflow publishing, and digital signatures
- Streamlined operations by enabling health administrators to search for and communicate with clinicians, payers, and patients based on their presence information
- Time savings by making available the most recent data for patient care, clinical/physician call schedules, and employee directory with presence information.

Patient portals provide access to health information and lay the groundwork for enhanced doctor–patient interaction.

Patient portals also provide:

- Streamline processes for patients to provide personal information and medical history through electronic forms, instead of requiring patients to conform to each department's unique and often duplicative procedures
- A single location to find current information about regulatory and operational statistics, to improve transparency and competitiveness
- Remote connection with security-enhanced access to the health portal from homes, workplaces, and off-site locations
- Delivery of reports and analysis to patients, enabling them to gain insights that improve their satisfaction
- Facilitated transactions that include renewing prescriptions, preregistration for an appointment, reviewing and paying charges online, or sending messages to patients while they're in the hospital
- A connected range of tools, services, and information sources that enhance the user experience with discussion communities, journaling tools, and more
- Patient and caregiver access to current data (regardless of the system of record), to save time and increase accuracy, for improved patient care.

Everest experience with diverse Microsoft Technologies

Everest has experience developing Healthcare portals using entire gamut of Microsoft technologies. These include:

Microsoft SharePoint solutions

To meet the requirements for collaboration and following a strategic direction, Everest adopts the Microsoft Business Productivity Online Standard Suite—specifically, Microsoft SharePoint, the hosted service version of the popular Microsoft collaboration and content management software.

Microsoft SharePoint Server 2007/2010 is a rich server application for the enterprise that facilitates collaboration, provides full content management features, implements business processes, and provides access to information that is essential to meet organizational goals and complete processes. Office SharePoint Server provides a platform to plan, deploy, and manage intranet, extranet, and Internet applications across and beyond the organization. SharePoint Server interoperability with business applications enables a two-way flow of information that streamlines workflows from within the portal, and reduces the need to switch to other applications to enter or modify information.

Microsoft Office Communications Server

Microsoft Office Communicator is a unified communications client that increases productivity by enabling people to communicate easily with others by using a range of communications options that include instant messaging, voice, and video. These features enable people to place computer-to-computer calls, and place outbound calls to and accept incoming calls from traditional (PBX/PSTN) phone users. Microsoft Office Communicator also provides robust call-forwarding features, support for USB audio devices, automatic setup of audio and video devices, and the ability to add Active Directory® Domain Services distribution groups to the Office Communicator contact list.

Microsoft BizTalk Server

Microsoft BizTalk Server connects systems both inside and across organizations to enable people to exchange data and orchestrate business processes that require multiple systems. Microsoft BizTalk Server supports connecting diverse software and enables health information workers to monitor running processes, easily engage with other healthcare professionals, access offsite and virtual databases, and perform other collaborative tasks.

Microsoft Visual Studio .NET

Microsoft .NET Framework is a comprehensive and consistent programming model for building applications, providing a visually appealing user experience, seamless communication with security features, and the ability to model a range of business processes. Microsoft .NET Framework, with the Microsoft Office system, Microsoft Visual Studio.NET, and BizTalk Accelerator for Healthcare, helps ensure that the unique needs of information technology professionals are addressed for increased efficiency and productivity.

Windows Server

Windows Server enables organizations to build and operate a flexible platform to address changing business demands, providing security features to help protect the IT platform on which the organization relies. Of interest to healthcare organizations in particular, Windows Server can provide security-enhanced access to e-mail, files, applications, and patient or organizational data, whenever and wherever healthcare professionals need it. These capabilities help healthcare organizations comply with regulations and require minimal IT management.

Microsoft Office

Microsoft Office is a software suite that consists of new and familiar Microsoft Office products, features, and functionality that improve the way people and organizations connect to co-workers, information, and business processes. A health portal solution based on Microsoft Office can provide an easy-to-use, affordable way to streamline information entry, access, and sharing.

About Everest

Everest Consultants, Inc. is an 18 year-old company based in Beaverton, Oregon with approximately 200 employees. Everest specializes in application development/maintenance, QA/Testing, Embedded Services and Engineering Placement Services for those hard-to-find internal technical resources. Everest has been profitable every year in existence and recently was rated a Top 10 Intel Partner and one of only five Texas Instruments Preferred International Engineering Partners!

Certifications:

Microsoft Gold Partner
ISO 9001:2008
CMMI Level 4 Managed
SUN/Oracle Partner
Onsite/Offshore

