



Healthcare: Enhance Productivity, Increase Patient Satisfaction with Microsoft® Windows® Small Business Server 2003 R2



In today's rapidly-changing healthcare climate, providers struggle to deliver quality patient care while managing rising costs and government regulations. With more than 70 percent of all transactions based on paper forms and manual data entry, inefficiency is also widespread.

Here's where the right technology solution can help. Healthcare organizations are investing in IT infrastructure, portals, and Web services to address concerns, such as:

- How do we improve clinical and administrative staff productivity?
- How do we comply with Health Insurance Portability and Accountability Act (HIPAA) regulations?
- How do we share up-to-date patient information and internal files?
- How can we access patient information when and where we need it?
- How can we track patient history, lab work, and prescription information more efficiently?
- How can we help caregivers collaborate?

Microsoft Windows Small Business Server 2003 R2 (SBS) provides healthcare organizations with an advanced solution for information-sharing and security. Designed for organizations with up to 75 employees, SBS provides many of the features used by larger organizations—e-mail, Internet connectivity, internal Web sites, remote access, support for mobile devices, file and printer sharing, backup and restore—all in one affordable, integrated solution.

Increase Clinical and Administrative Productivity, Reduce Costs

- **Simplify practice management** with an internal Web site, or intranet, that tracks and stores patient, clinical, and billing information as well as insurance and privacy forms in one central location. This makes crucial patient and administrative information accessible throughout the organization.
- **Get up-to-the-minute access to medical records and patient information** with access to e-mail, internal Web sites, network files, and even business applications—and manage who has access to what information.
- **Update and share appointment calendars in real-time** using centralized calendar and contact tools. At-a-glance schedules are easy for staff to view, update, and share.
- **Run applications of choice, such as electronic medical records (EMR)**, with a powerful database that supports the largest selection of business software applications. (Premium Edition only)
- **Save money** with a solution that's easy for IT consultants to install and manage, lowering the costs of network management.

Improve Patient Satisfaction

- **Serve patients better, 24/7**, with remote access to business e-mail, calendars, contacts, internal Web sites, network files, business applications, and more.

- **Streamline patient and provider communications** with one-to-many e-mail capabilities and a shared contact database to manage customer information. Staff can also create and send faxes right from their desktops.
- **Schedule appointments and update patient contact information with mobile devices.** SBS 2003 R2 integrates with Windows Mobile®-powered devices, so staff can access e-mail, contacts, calendar, and more from virtually anywhere, at anytime.

Protect Patient Privacy and Vital Medical Data

- **Protect patient information, medical records, and insurance history** with a more secure infrastructure that includes built-in firewall protection and security-enhanced remote access to help comply with HIPAA requirements.
- **Keep an audit trail** with tools designed to help track who changes which files, and when—and even recover older versions of data.
- **Prevent data loss** with automatic data backup and restore capabilities.
- **Help ensure network health** with automatic updates for PCs and servers running Microsoft software.

Learn more, visit: www.microsoft.com/sbs

How Healthcare Organizations Are Using SBS

Advanced Pediatrics

Like many traditional medical practices, Advanced Pediatrics of Beachwood, Ohio, needed to extend patient care beyond traditional business hours. The clinic needed secure access to patient information around the clock—and a better way to integrate chart notes, phone messages, lab reports, and e-mail into a single organized resource.

Using SBS as its foundation, the clinic switched to Microsoft Office Small Business Edition and two line-of-business applications for electronic medical records (EMRs), scheduling, and billing. The result: caregivers have 24-hour-a-day access to patient records, allowing them to attend to after-hour patient needs faster and better. Patient information, lab data, and files are centrally located and backed up regularly, and Advanced Pediatrics saves more than \$60,000 a year.

“The total software solution used by the clinic combines to reduce staffing needs by two-thirds versus a traditional paper-based medical practice. The technology we’re now using has reduced our staff-to-provider ratio from the traditional 4:1 to 2:1, an annual savings of more than \$60,000.”

Dr. Lavin
Owner, Advanced Pediatrics

Family Medicine Center

Dr. Sumathy Pathy of the Family Medicine Center in Bellevue, Wash., wanted to be more efficient and spend more time with patients while minimizing expenses. She deployed SBS with a laptop, a Tablet PC, and Samsung i700 Pocket PC Phone Edition, as well as electronic medical records and other software programs to streamline processes and provide care to more patients. She quickly discovered that SBS worked well with the center’s chosen PMSI EMR software, and included a built-in firewall to help the center comply with HIPAA.

The solution changed the nature of healthcare for Dr. Pathy and her patients—recovering up to 20 hours of time a week. In addition, the center requires fewer staff to handle purely administrative tasks, saving at least \$70,000 a year in staffing and related costs.

“Because I can take notes while I am speaking with each patient, I end up saving almost \$30,000 annually on transcription ... I don’t have to stay after the clinic closes to finish my medical records, and I don’t have to come in early the next day.”

Dr. Sumathy Pathy
Family Medicine Center

For more product information, visit:
<http://www.microsoft.com/sbs>

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