McGEHEE HOSPITAL

ENTERPRISE LEVEL DESIGN, IMPLEMENTATION AND SUPPORT

Health care information security and access are key topics that many IT professionals routinely deal with. Providers need to protect the information, yet make it available in a timely manner to those who need it most.   Mainstream was tasked by McGehee Hospital to help them comply with the national mandate for the use of digital records and install processes and practices so that their information is safe, secure and available to care givers and patients.

Electronic records benefits patients and family members by improving coordination of care and empowers patients by giving them the ability to share their records over the Internet with their family members.

Mainstream not only specified the IT infrastructure, power, security and communication needs for the facility but also managed the procurement process and coordinated the implementation of the wiring, cameras, fire protection and EHR systems.

"We relied on Mainstream Technologies for small-scale IT support in the past. So when it came time to hire an IT consultant for this important, large-scale initiative, reaching out to Mainstream was a natural first step. We expect the same quality solutions and customer service we have always received from Mainstream."

John Heard CEO
McGehee Hospital

Mainstream provided installation services for the disaster recovery and security software as well as the hardware infrastructure which included servers, storage devices, firewalls, switching, and workstations.

Disaster recovery and business continuity planning were critical to assure that the hospital's information would remain safe in the event of a disruption. Since they are in view of the Arkansas River and had experienced flooding in the past, it was important

to have an offsite location for their data.

Mainstream's Little Rock Data Center offered a suitable location to secure their data within a disaster recovery solution specifically designed for them. Now in the event of a local outage, the hospital is prepared to spin up their applications and data remotely so their end users will have the information they need to provide the best of care to their patients.

Once the project was completed and Mainstream had demonstrated their ability to implement an enterprise level solution, the hospital tasked them with the overall management responsibility for the new infrastructure. Mainstream installed remote monitoring tools which gave them the ability to proactively monitor all hardware and IT processes to ensure the systems were and continue to operate properly. Mainstream is now responsible for ongoing maintenance, monthly patching and OS management and in the event of an unplanned issue or outage, Mainstream has the responsibility for resolving the issue without passing on any additional fees to the hospital.

According to Mark McClelland, VP of IT, "*Mainstream is extremely proud of our relationship with McGehee Hospital and we are very comfortable with the project scope. The senior engineer we assigned to the project has strategic knowledge of the healthcare industry as a former hospital Director of IT.*"

Conclusion

Regardless of where your organization is on the 'IT SCALE', you depend on technology. Businesses have relied on Mainstream as their trusted IT partner for over 18 years.

Mainstream Technologies provides IT services you can depend on. Whether you need hosting, managed IT services, custom software solutions or colocation services, Mainstream offers responsive and dedicated support options to meet your needs.

With Mainstream you'll have peace of mind knowing that your systems are safe, secure and there when you need them. If you have any questions or would like to discuss your business challenges, please send us an email to **info@mainstream-tech.com** or give us a call @ **501.801.6700 ext 153**.

HOSTING | MANAGED IT SERVICES | CUSTOM SOFTWARE SOLUTIONS