Irving J. Fishman MD,PA

Board Certified Urological clinical practice at the medical center in Houston Texas

Irving Fishman
M D P A

"We didn't have the expertise or resources to keep our network up-to-date with ever-growing record keeping and patient privacy regulations. With IsUtility®, I can focus on running my practice."

- Irving J. Fishman MD,PA

The Situation

The clinical practice of Irving J. Fishman, MD faced the ongoing challenge of integrating their current network to comply with ever-growing record keeping and patient privacy regulations, most notably, HIPAA (Health Insurance Portability and Accountability Act). The practice faced numerous security concerns due to ineffective data backup routines, and office manager Miriam Fishman and her staff spent the greater part of workdays occupied with tasks entirely unrelated to patient care.

The Challenge

IsUtility-Xvand® was asked to help centralize the practice's information technology to maximize the value of their current infrastructure and to introduce new solutions to enable additional growth for the practice. Simple administrative tasks - such as handling insurance claims - had become an astonishingly complex activity for the practice. They sought a technology solution that would help them gain control of their data, and leave the daily IT maintenance to experts.

The Response

The practice can now easily solve technical problems with a simple phone call to IsUtility's® 24 x 7 help desk. IsUtility® provides daily data backups and system maintenance to enable the practice to operate on a fully HIPAA-compliant and virtually maintenance-free network. IsUtility's® inherent mobile capabilities enabled Dr. Fishman to communicate securely and seamlessly with office managers or patients, and even when he was called to emergencies at the hospital.

The Result

Computer downtime has been drastically reduced and a significant increase in office productivity has resulted in new patient revenue. The practice can now currently explore expansion opportunities and new digital solutions - such as EMR applications - that can be seamlessly integrated with IsUtility®. In the summer of 2001, amidst crippling floods in Houston's famed medical center due to Tropical Storm Allison, Dr. Fishman's office activities carried on. The office staff managed and tracked billing and scheduling remotely, allowing the office to resume normal activities without concerns of damaged equipment or lost productivity.
.

Results

Before: The practice management software ran on outdated equipment, resulting in inordinate computer downtime, causing the practice to regularly lose new patients.

• High-priced consultants rarely resolved IT issues

• Advancements in technology - required for HIPAA regulations and enhancing office productivity - were not possible due to lack of availability caused by server crashes.

After: Office managers communicate with physicians and patients securely and electronically, reducing previously time-consuming tasks to mere minutes.

• The practice can now seamlessly integrate:
   NEW USERS - avoiding costly technology surpluses
   NEW APPLICATIONS enabling further growth

• The outdated routine of investing valuable resources in computer technology has been replaced with a predictable monthly fee and a team of certified experts standing by to ensure business continuity.