



CASE STUDY

Client: Cambridge Memorial Hospital
Industry: Health Care Organization
Solution: The ROAM Platform

Business Challenge: Cambridge Memorial Hospital required a remote access solution which would provide a secure audit trail and include support for both Windows and Macintosh computers.

BACKGROUND

Cambridge Memorial Hospital (CMH) serves the 135,000 residents of Cambridge and the township of North Dumfries, ON.

Their dedicated team of 1,300 health care professionals and staff deliver patient care in one of the fastest growing regions of Canada. With 180 beds and an annual budget of over \$100 million, CMH completes more than 84,000 diagnostic procedures and performs more than 12,000 surgeries each year.



Challenges

Cambridge Memorial Hospital needed a solution to enable its doctors and hospital staff to securely access vital hospital information systems from any computer through one integrated interface.

Before installing ROAM, physicians could use Windows PCs for dial-up access to the HIS (Meditech). But CMH had a high predominance of Macintosh users among the 227 physicians on staff.

CMH were looking for secure remote access for physicians, clinicians and others who needed access to the EHR, the PACS and other information services. Management wanted a secure audit trail - to know who was entering the system and what they were accessing - to ensure confidentiality of patient information. They also wanted a portal that would be a basis of electronic report distribution and retrieval.

Solution

CMH implemented ROAM as a ubiquitous desktop solution for the entire hospital staff. This implementation offers several benefits for CMH, including significant operational cost savings and reporting services, which provide the hospital with critical auditing capabilities needed to comply with the Personal Information Protection and Electronic Documents Act (PIPEDA).

ROAM's unique architecture allows each CMH employee to have remote access when needed, without installing proprietary software. This arrangement gives CMH the flexibility to easily scale to accommodate an increase in its workforce, as required.

"We're ecstatic. We didn't have to concern ourselves with additional software or products and we don't have to maintain it," says Ed Norwich.

Although clinical physicians have the highest level of use, ROAM is also used

"ROAM is strategically placed, operationally correct and user friendly."

**-Ed Norwich
Manager - Information
Management Technology**

by management, clinical services, outside doctors and outside service providers across the region.

Users access clinical records, the PACS, clinical support tools, news, on-site desktops – in other words, everything they need when they work away from the hospital.

Vision for the future

"ROAM has also given us a tool to address future initiatives," says Ed Norwich. "We are confident all subsequent strategic communication priorities will be easily integrated into ROAM."

