

## **Systems Integration Case Study**

### **About the client**

The client is a highly reputed healthcare system and is one among the most prestigious academic medical centers. The client has healthcare centers in varied therapeutic areas - cancer, neurosurgery, pediatrics, rehabilitation, geriatrics and women's health. The client wanted to integrate its existing systems to a more effective and unified Electronic Medical Record (EMR) throughout its network of hospitals and clinics.

### **About the project**

The client wanted to adopt a scalable incremental implementation of the whole process. The productivity should be measured before, during, and after the implementation initially at few centers followed in suit by other centers. The client wanted a perfect integration solution. Subsequent to the implementation, these centers would enjoy a completely paperless system for their medical records as well enhance the functionality of the already existing systems.

The difficulty levels in the implementation process of the EMR varied at different centers as they have wide-ranging systems to be integrated. The client chose Makro Health for its implementation and systems integration.

Makro Health works with healthcare organizations to create a successful environment with its complementing services that include systems integration, project management, and implementation support.

### **Makro Health solution**

Makro Health developed a blueprint to optimize the productivity of the centers through out the implementation of the EMR in conjuncture with the IT department of the client.

Makro Health assisted in researching and analyzing the correct data for the implementation and the interface integration requirements with its on-site services at the client's neurosurgery center first.

Makro Health team's in-depth knowledge regarding the broad spectrum of healthcare IT interface requirements helped the client in its critical decision point of choosing the right integration engine that is easy-to-use, scalable, and with robust set of features. This could solve all its further integration solutions across the varied centers. Makro Health helped in the procurement, implementation, and integration of all the tools.

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Analyzing the requirements for the systems integration before the real implementation reduced the turn-around time of the project. Our continued expertise support enhanced the knowledge of the team at the center in fully utilizing the EMR and other integrated software. Our presence continued in sorting out the post-implementation issues.

Makro Health facilitated the implementation by designing a perfect project plan and continued technical and professional support to the site throughout its troubleshooting times and ensured a successful go-live process. The implementation and integration of the EMR generated a huge return on investments (ROI) for the client by optimizing the productivity. Makro Health is presently working side by side with the client in its further EMR implementation and integrations at its pediatrics and geriatrics centers. Makro Health team supported the client by their expert process knowledge and problem solving capacities throughout the process.

Makro Health

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