

Empowering a semi-autonomous US government healthcare institution to optimize its Meditech EHR solution, and achieve multi-site interoperability

A major, semi-autonomous government medical organization – comprising three healthcare facilities, while functioning as one unit – sought to achieve interoperability across its multi-site IT infrastructure, while also getting the most from its critical Electronic Healthcare Records solution.

MEDITECH



The success of a RESTful API involves installing clustered servers with a dedicated load balancer to distribute traffic amongst the application servers. So to achieve high availability, scalability and zero downtime across the system, it was essential the agency chose the most effective load balancing solution.”



Challenges

- Ensure high-performing Meditech EHR
- Achieve interoperability across health IT systems located in three different sites

Solution

- 2x Loadbalancer.org Enterprise VA 1G appliances

Partnership Benefits

- High availability of the Meditech EHR system with a simple, easy-to-manage, cost-effective load balancing solution
- Scalability – very simple for the customer to add more servers in the future
- Zero downtime – solution failover in event of offline or failed nodes, resulting in uninterrupted access to critical health data
- Interoperability across health IT systems located at multiple sites
- Industry-leading consultation and support services by engineers with deep experience in healthcare IT environments.

Challenges

A semi-autonomous US government medical agency – made up of three healthcare facilities, but functioning as one unit – was seeking to introduce a layer of interoperability across its multi-site IT infrastructure. The health agency was using Meditech’s EHR system to facilitate seamless coordination amongst clinicians in order to ensure safe and prompt care delivery.

Thanks to the RESTful APIs deployed within the EHR system, physicians and nurses were able to access the information they need – to have a holistic view of patient data. The Interoperability Services (IOPS) – a component of the RESTful API Infrastructure and installed alongside it on the same systems – provided Meditech EHR with next-generation interoperability capabilities.

However, the success of a RESTful API involves configuring clustered servers with a dedicated load balancer to distribute traffic amongst the application servers. So to achieve high availability, scalability and zero downtime across the system, it was essential the agency chose the most effective load balancing solution.



We were able to design a bespoke, unbreakable and cost-effective load balancing solution that was easy to install, simple to manage – and helped the customer achieve scalability, high availability, and zero downtime.”

Solution

Loadbalancer.org has a deep understanding of clients’ healthcare IT, multi-site environments. Our load balancers come with a variety of features and configurations which help deliver high availability across multiple locations.

Accordingly, we were able to design a bespoke, unbreakable, and cost-effective load balancing solution that was easy to install, simple to manage – and helped the customer achieve scalability, high availability, and zero downtime for its EHR. With our thorough understanding of medical imaging environments, DICOM (Digital Imaging and Communications in Medicine), HL7 traffic and importance of HIPAA (Health Insurance Portability and Accountability Act) compliance, we’re best-placed to help customers with the communication between older modalities and new healthcare systems – which makes us the preferred load balancer provider for the health IT sector.

We also offer a range of flexible pricing and licensing policies, while our team of experienced engineers provide strong consultative support, adding a layer of expertise and resilience to clients’ own IT teams – from project inception to deployment, and beyond.

Results

Loadbalancer.org’s in-depth knowledge of the healthcare IT industry, based on decades of experience working with the world’s leading health IT vendors, mean we immediately recognize and understand customer pain points.



In this scenario, we were able to help the customer design a turnkey solution that efficiently load balances its Meditech EHR platform. A pair of our virtual appliances helped the agency achieve zero downtime – one of the most critical requirements in health IT – and the products also ensure increased availability of the EHR system, enabling the client to improve delivery of patient care, and preventing the system from breaking due to heavy traffic or data overload. This ensures clinicians and customers have uninterrupted access to health data, without delay.

About Loadbalancer.org

Loadbalancer.org’s mission is to ensure that its clients’ businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalised support.

