



Technology Solutions Update

3rd Quarter 2005

Tom Lee Retires

MMIC Technology Solutions Vice President Tom Lee retired August 31. Lee announced his retirement plans this summer to MMIC President and CEO Dave Bounk and the MMIC board of directors.

MMIC Group President and Chief Executive Officer David Bounk said, "While we are excited that Tom will finally get the time to relax and spend more time with his family, he will be greatly missed."

Lee joined MMIC as chief information officer in 1997 when he took over the leadership of the company's Information Technology Department and played a major role in the company's technology initiatives. He became vice president of Technology Solutions in 2002 with the responsibilities of leading the three-year-old company through the beginning stage of

offering technology products and services to health care providers. Two of Technology Solutions main products are the NextGen electronic medical records and practice management systems.

MMIC President David Bounk is taking over Lee's responsibilities until a replacement is hired.



Tom Lee

Technology Assessments a Must if You Want to Stay Current

Whether a clinic is thinking about embarking on a large-scale technology project or concerned about having the latest technology upgrades and hardware, a technology assessment provides a good account of where a clinic's systems are and offers options for positioning them for the future.

A local neurosurgical clinic that is an MMIC Technology Solutions client, wanted to overhaul its computer infrastructure to meet current technology standards and to accommodate new technologies such as electronic medical records.

The clinic had a basic computer system with no networking, security or Internet capabilities. MMIC Technology Solutions performed a technology assessment to identify changes the clinic needed to make to its existing computer system to improve security, connectivity, and performance and to create a flexible computer network that could grow as technology advanced.

The technology assessment reviewed all aspects of the clinic's current network environment including security, computer hardware and software and backup systems.

The clinic received the results of its assessment after one week. Within two months of reviewing Technology Solutions' recommendations, the clinic installed new hardware and updated software to optimize its computer network to meet technology demands and business goals.

An assessment can take from 20 to 30 hours based on the size of the organization. An ideal time for a clinic to undergo a technology assessment is when considering purchasing large software systems such as practice management or electronic medical records. Some organizations choose to have systems assessed on a regular basis—industry best practice is every three years. Since security requirements for networks evolve rapidly, regular assessments help providers keep up with anti-virus software, spyware, and other security related upgrades.

Providing Patient Education Online

More than ever health care organizations are using the Internet to educate current and prospective patients. They are finding that having a Web site is an ideal way to share information about care options, what a patient can expect when visiting the clinic, to list common frequently asked questions and much more. The Internet gives clinics flexibility to present a host of clinical information in unique ways.

MMIC Technology Solutions has built Web sites for some of its clinic clients who are using their Web sites in different ways. For example, a Minnesota urology clinic incorporated video into a patient information section of its Web site that explains a new surgical procedure performed at the clinic. The segment includes sound and 3D animation that guides viewers through the procedure. The site also includes articles to help patients understand new medical developments and current treatments.

Another client, an obstetrics and gynecology clinic, includes video segments of interviews with the clinic's physicians about the minimally invasive laparoscopic supracervical hysterectomy procedure (LSH). Local media outlets originally broadcast the segments.

Some clinics are taking a more traditional approach. To help educate patients and their parents, a children's heart clinic in Minnesota worked with Technology Solutions to include full-color diagrams of heart abnormalities and defects in young people on its redesigned Web site. The site also includes pages explaining diagnoses of medical conditions that are often a concern to patients.

Health care organizations' options for sharing information via the Internet are considerable. By exploring the options and choosing what works best for patients and staff, organizations can use the technology to educate and inform.

