

# Downtime Protection and Business Continuity

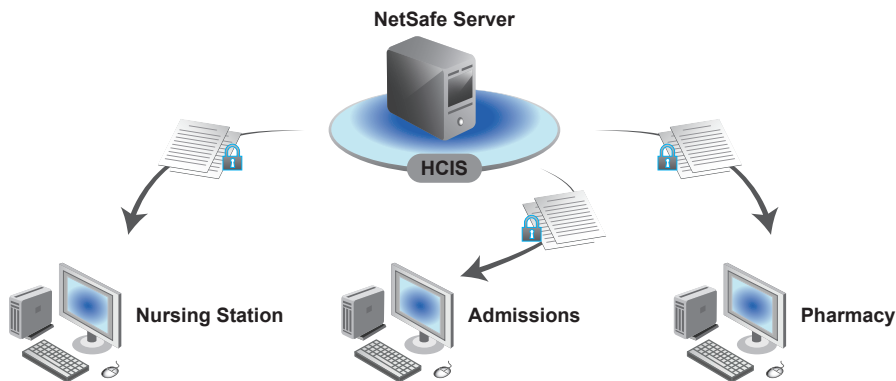
Network and system downtime, whether unplanned or scheduled, results in high operating costs and reduced patient care. According to a *Healthcare Informatics* study of hospital downtime, for an average 500-bed hospital, every minute of downtime costs the hospital more than \$264, and each 1% of downtime could cost that same hospital more than \$1.4 million per year.

But it is more than just the cost of downtime that is a concern. When the electronic patient information is unavailable due to network or system outages, clinicians' ability to care for their patients is compromised. Being able to retrieve and review patient information and reports, whether the host system is available or unreachable for any reason, is critical.

## Solution for Multiple Downtime Situations

"We had heard from other hospitals that NetSafe was the product to use. Once we saw the demo, we realized that NetSafe was beneficial for more than medication administration and had other downtime uses as well."

Cheryl Toomey,  
Clinical Informatics Specialist  
Milford Regional Medical Center



NetSafe allows you to automatically capture and preserve patient information generated from the healthcare information system (HCIS) at regular intervals. The captured information is stored on local workstations as a backup strategy in the event of a network or system outage. Users can access this information for lookup, review and/or printing. This feature eliminates the need for continuous printing of patient reports and substantially reduces paper usage. Having up-to-date patient information whenever clinicians need it ensures that they can deliver quality patient care even when your systems or networks are unavailable.

## PROVIDES CONTINUAL ACCESS TO CRITICAL PATIENT INFORMATION

NetSafe allows you to capture information generated by the HCIS, automatically extract data elements, and store the information at locations throughout your network at regular intervals to ensure that the most recent patient data are captured. In the event that the network or system becomes unavailable, users can search the local data for patient information and view or print it as needed.

## FEATURES AND BENEFITS

NetSafe offers additional features and benefits that ensure efficiency, security and peace of mind.

- Define and capture an unlimited number of data extraction rules and reports
- Scan data for locations and automatically deliver to appropriate devices
- Store data at an unlimited number of locations throughout your network
- Send data to multiple locations to improve efficiency
- Encrypt and/or zip data to maintain confidentiality and preserve space
- Search data with a simple interface to retrieve report information quickly
- Create audit trails through comprehensive logging and store logs of all reports on the central server
- Import delimited files (such as MPIs) into databases for simplified storage and retrieval

## OFFERS PEACE OF MIND

Accessing patient information electronically has enabled healthcare workers to provide better care for their patients. When electronic patient information is unavailable due to network or system outages, clinicians' ability to care for their patients is compromised. NetSafe will ensure your clinicians can deliver quality patient care even when your systems or networks are unavailable.

## Uptime is Critical for Accessing Clinical Information

"We have been using NetSafe for a few years now but had a good test of it recently. We had scheduled 4-8 hours of downtime for data center maintenance, and it ended up being close to 14 hours. With no network available, we had lab cumulative summaries, nursing patient profiles, census reports, doctor's rounds reports, surgery preference cards, unit number listing to pull paper charts, a downtime paper charting form, eMAR information, dietary information, labels for each current inpatient, etc. all available within NetSafe to view and/or print. It worked well, did what we asked it to do, and the folks at Interbit Data have been great helping us get everything set up. Uptime is so critical with all the clinical information that is being documented, and this was a big help during the downtime."

Robin Gullickson, Director  
Applications Development & Support  
North Country Regional Hospital, Bemidji, MN

## Providing Continuous Access to Patient Information

"NetSafe provides automated, decentralized access to critical patient information, ensuring we always have the most up-to-date information regardless of whether our HCIS is available. This eliminates the need to constantly print out patient reports and gives us the peace of mind needed to provide quality patient care."

Gladys Williams, RN MBA Project Manager  
Mount Sinai Medical Center, Chicago, IL

## ABOUT INTERBIT DATA, INC.

Founded in 1997 and named three years to the Inc. 5000 list of America's fastest growing companies, Interbit Data helps healthcare organizations deliver better, more consistent patient care with secure, reliable and cost-effective software solutions that improve operational efficiency. The company's information distribution products deliver information securely over the Internet in multiple formats, such as fax, print, e-mail, encrypted file or HL7 message format, and integrate easily into physicians' practice EMRs. Interbit Data's business continuance products give healthcare providers continuous access to patient data in the event of a network or system outage. Interbit Data products are used by more than 750 customers worldwide.