

Where am I? > [Home](#) > [News](#) > [Health](#)

Tags: [care](#), [clinical](#), [healthcare](#), [medical](#), [patients](#), [software](#)

# IBM and partners help healthcare clients adopt electronic health records and improve operations with cloud software

Science Centric | 19 March 2009 18:00 GMT

## Electronic Medical Record

Research EMR software Prices, Suppliers, & Buying Advice.

[www.MedicalSoftwareResource.com](http://www.MedicalSoftwareResource.com)

## athenahealth, Inc.

A Top-Ranked Medical Billing & Mgmt Solution. Free Whitepaper Download.

[www.athenahealth.com](http://www.athenahealth.com)

## Medisoft Patient \$294

Early Bird Discounts on V15 Upgrade free shipping 888-880-0384

[www.Sunrize.com/medisoft.store](http://www.Sunrize.com/medisoft.store)

## EHR Implementation

Ensure HIPAA compliance Leading Healthcare IT solutions

[PerotSystems.com/insights](http://PerotSystems.com/insights)



Ads by Google

IBM announced that American Occupational Network (AON) and HyGen Pharmaceuticals are improving patient care by digitising health records and streamlining their business operations using cloud-based software from IBM Business Partners MedTrak Systems and The System House.

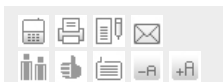
By accessing technology that handles various tasks - from electronic health records (EHRs) to on-line appointment scheduling - as a service through the Internet instead of developing, purchasing and maintaining technology on-site, San Diego-based AON has been able to update its clinical processes and increase key efficiencies to improve patient care. For example, by digitising health records and other processes, the company has reduced medical transcription costs by 80 percent and now can provide faster and more accurate billing to individuals and insurance companies, reducing the average time to create a bill from 7 days to less than 24 hours.

In the United States, the new American Recovery and Reinvestment Act will infuse \$19 billion into healthcare IT and calls for the utilisation of an EHR for each person by 2014. While EHRs help deliver smarter healthcare systems with real-time access to critical patient health information, only an estimated 38 percent of U.S. physicians used partial or full EHRs in 2008.

As many healthcare providers struggle to manage the high costs of providing quality patient care, this low EHR utilisation rate can be attributed to providers also being challenged with investing time and resources into information technology to improve their operations. This challenge makes acquiring technology as a cloud-based service compelling in the healthcare industry.

'IBM is committed to working with our many business partners, alliances and clients to apply emerging technologies such as cloud computing to today's healthcare challenges as we help build smarter worldwide healthcare systems together,' said Dan Pelino, general manager, IBM Healthcare and Life Sciences Industry. 'While EHRs help deliver the technical training, infrastructure and hosting services that enable our Business Partners to deliver cloud-based software to those healthcare providers and businesses that would rather focus on their own core competencies than build a team of IT technical experts.'

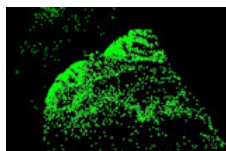
MedTrak Systems, Inc., of North Muskegon, Michigan, uses IBM hosting services and IBM DB2 database software to deliver its software as a cloud-based service to healthcare providers of all sizes. This IBM Business Partner's Internet-based software helps its users improve overall care for patients while increasing business efficiency and reducing operating costs with one system that manages patient registration, scheduling, EHRs, clinical workflow, billing and collections.



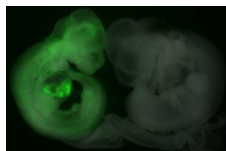
DON'T MISS —



[Researchers clone key sperm-binding proteins](#) — [19 Mar] — New treatments for infertility could be closer to reality, thanks to a discovery from scientists at the Universite de Montreal...



[Scientists identify compound that could prevent HIV transmission](#) — [4 Mar] — Scientists at the University of Minnesota have identified a compound that, applied vaginally, can prevent transmission of...



[Breakthrough makes lab-produced stem cells safer for humans](#) — [1 Mar] — Scientists have paved the way for stem cells made from skin cells to be safely transplanted into humans - by overcoming one...



[Magnetic device studied as treatment for heartburn and acid reflux](#) — [24 Feb] — More than 20 million Americans suffer from gastroesophageal reflux



— [Advertise here](#)

LATEST MOST E-MAILED ARCHIVE

- Gene exchange common among sex-manipulating bacteria
- Search on for best climate biosolutions
- The earliest known well-preserved bony fish found in China
- Rotation is key to understanding volcanic plumes, scientists say
- Asteroid impact helps trace meteorite origins
- Erratic black hole regulates itself
- A mechanism that regulates movement of blood-forming stem cells in the body identified
- UC San Diego biologists discover a protein link to wound healing
- Scientists find tiny genetic change keeps nicotine from binding to muscle cells
- 3-D surface treatment boosts solar cell efficiency

[More recent stories...](#)

- Cumulative radiation exposure shows increased cancer risk for emergency department patients
- Unravelling the roots of dyslexia
- Dye-coated glass to channel energy into solar cells
- Intestinal bacteria promote - and prevent! - inflammatory bowel disease
- Scientists discover how rheumatoid arthritis causes bone loss
- The upside to allergies: Cancer prevention
- Protein on 'speed' linked to ADHD
- Study links seismic slip and tremor, with implications for subduction zone
- Native lizards evolve to escape attacks by fire ants
- Mayo Clinic study suggests those who have chronic pain may need to assess vitamin D status

2007

— [I](#) [II](#) [III](#) [IV](#) [V](#) [VI](#) [VII](#) [VIII](#) [IX](#) [X](#) [XI](#) [XII](#)

2008

— [I](#) [II](#) [III](#) [IV](#) [V](#) [VI](#) [VII](#) [VIII](#) [IX](#) [X](#) [XI](#) [XII](#)

2009

— [I](#) [II](#) [III](#)

AON recently converted its clinical billing software and adopted additional capabilities, including EHRs, registering and scheduling with MedTrak software for its five occupational health clinics in Southern California. AON needed a solution to help compete against the larger national occupational medicine chains, yet it lacked the technical infrastructure, IT skills and budget for increased staffing expenses.

disease (GERD), experienced by many as chronic heartburn...

More [Health...](#)

'By acquiring these new capabilities as a service, AON has become much more efficient and able to provide a better patient experience without up-front IT infrastructure costs or a need for additional staff for on-going IT maintenance,' said Larisa West, director of administration, American Occupational Network. 'With MedTrak, we've been able to streamline our clinical processes, and to have added these capabilities and staff them on-premises, we otherwise would have needed to add two or three technical staff members per clinic.'

MedTrak also provides its software as a cloud-based service to educational institutions to help build the skills of future health professionals. Davenport University has trained hundreds of medical students on MedTrak software by simulating real-world health system medical workflows, EHRs and billing.

IBM Business Partner The Systems House, Inc. of Clifton, New Jersey, has experienced an industry shift with more clients opting to acquire its supply chain software as a service. Its Master Distribution System (MDS) software, tailored to the needs of healthcare supply distributors, can be managed either by a client on its own premises or as a service, hosted remotely on IBM AIX software and IBM System p servers. Of The Systems House's new customers in 2008, more than 75 percent opted to use their software with the cloud-based services delivery model.

'Healthcare supply distributors play a critical role in the industry and are not immune to the challenges of reducing the cost of care for patients,' said David Fertig, vice president, technical services, The Systems House. 'With IBM technology and support, we've been able to deliver MDS as an affordable service, helping distributors to better manage their costs, become more efficient and meet the level of service their customers demand.'

HyGen Pharmaceuticals, a national wholesale distributor of generic prescription pharmaceutical products based in Bellevue, Washington, needed to implement a new IT infrastructure to better manage its business operations and address increased regulatory and reporting issues while building a foundation for solid business growth.

The company was using several different software systems and wanted to create an integrated view of all its business information. The company chose MDS delivered as a service because of the unlimited growth capability and the quick start-up and implementation it offered.

With increased business control and an instant view of all operational activity, HyGen now can catch invoices going out below minimum margins, decrease inventory levels on products that no longer sell, and provide customers with documentation when they attempt to return items that were not purchased from the company. Utilising lot and serial tracking, HyGen also can create e-pedigree documentation for 'track and trace' on drugs throughout the supply chain.

All of these functions allow the company to focus on growing its business through new opportunities instead of dealing with the daily operational and technology issues associated with running a small-to-medium business.

MedTrak Systems and The Systems House are part of IBM's Software as a Service (SaaS) Speciality program - comprised of over 200 Independent Software Vendors (ISVs) using an IBM infrastructure to support their cloud-based software services offerings.

Source: [IBM](#)

**Electronic Medical Record**

Research EMR software Prices, Suppliers, & Buying Advice.

[www.MedicalSoftwareResource.com](http://www.MedicalSoftwareResource.com)

**Economic Stimulus Plan**

Early Bird Discounts on V15 Upgrade call 888-880-0384 for details.

[www.Sunrise.com/stimulusplan](http://www.Sunrise.com/stimulusplan)

**athenahealth, Inc.**

A Top-Ranked Medical Billing & Mgmt Solution. Free Whitepaper Download.

[www.athenahealth.com](http://www.athenahealth.com)

**EHR Implementation**

Ensure HIPAA compliance Leading Healthcare IT solutions

[PerotSystems.com/insights](http://PerotSystems.com/insights)



Ads by Google

Google Custom Search

Copyright © 2007—2009 Agency Science.

Science Centric delivers breaking news about the latest scientific discoveries in the fields of physics, chemistry, geology and palaeontology, biology, environment, astronomy, health, and technology. Use of this website assumes acceptance of [Terms of use](#) and [Privacy policy](#).

[Agency Science](#) network — [Science Shots](#) · [Lepidopteroology](#)

