

For businesses in the health care industry, reliable access to Electronic Medical Record (EMR), as well as remotely-hosted scheduling and billing functions, is critical.

CASE STUDY

Manchester Community Health Center, located in Manchester, New Hampshire, is a privately-operated non-profit community health care center providing quality health care to the underserved.

The center, founded in 1993, has an annual budget of \$5.1 million and employs 70 people, including Family Practice Physicians, Registered and Licensed Practice Nurses and other medical and administrative staff.

They have an Electronic Medical Record (EMR) system that serves a collaborative community of health care centers throughout New Hampshire. All of their patient charts, scheduling and billing are electronically hosted in a facility about 50 miles away.

Like many community health care centers in New Hampshire, they experienced intermittent WAN connectivity issues and as a result they were struggling with an underperforming ISP, continuous outages and slow connectivity.

The cure for site-to-site connectivity pains

“We needed to eliminate outages, improve uptime and speed up connectivity. Ecessa does this for 60% less than another well-known provider with whom we met,” said Calvin L. Dowling, Director of Information Technology at Manchester Community Health Center.

Manchester Community Health Center soon discovered by selecting and implementing Ecessa’s PowerLink solution that:

- Ecessa was 60% less expensive than a competitor they evaluated, and whose product, while good, did not match PowerLink’s performance
- Ecessa helped with the upfront configuration to make certain that all the proper protocols were being passed back and forth between sites
- The organization was able to dramatically improve uptime and ensure that there were no bandwidth issues



MANCHESTER
community
HEALTH CENTER

“Ecessa is very responsive, they’re always there when I need them and they have excellent technical support.”

“They were very helpful, eager and willing to see me through a difficult time.”

“The product has been a perfect performer.”