



CASE STUDY

## SUCCESSFULLY INTEGRATING HEALTHCARE SYSTEMS

Without Interrupting Patient Care

TRANSFORM

### THE BUSINESS CHALLENGE

A large, regional hospital and healthcare services group needed timely access to all existing patient records within its widespread system. As the group had grown, the only technology system that was common to all of the group's disparate locations was the **aging, legacy mainframe-based patient accounting system**.

Because the system had **limited functionality** and was not readily accessible to those who needed the information it contained, the group decided to replace it with a multi-entity solution that would enable the health care providers in all locations (including hospitals, emergency care clinics and physician offices) to access all patient information. The product included a central clinical data repository, order management, patient management, financial management and a patient accounting system containing patient registration, claims administration, medical records and billing and collection modules.

A key challenge was how to convert existing patient and billing/collections records from the legacy accounting system to the new system. Another major challenge was **integrating other currently inaccessible patient medical records while providing normal patient care**.

### AGSI'S HIGH-LEVERAGE SOLUTION

Working closely with the healthcare services group, AGSI developed a **fully integrated plan using structured development life cycle methodology**, which enabled AGSI to assume full responsibility for the records conversion and integration of the expanded technology suite.

The AGSI consultants **smoothly migrated all existing client accounts** from the legacy system to the new technology. At the same time the team designed, tested and implemented separate data conversions for Patient Registration/Claims Administration, Medical Records, Admission/Discharge/Transfer and Billing and Collections. In order to maintain access to those files and systems not converted to the new system, AGSI designed, developed, tested and implemented **interfaces to those legacy systems**.

### VALUE TO THE ENTERPRISE

AGSI successfully set up each new entity on the newly integrated system and coordinated operational testing. All of this was achieved **without interruption to normal patient care**.

### IN BRIEF

#### CLIENT:

Regional Hospital and  
Healthcare Services Group

#### ENGAGEMENT:

System Integration

#### CHALLENGE:

Integrate an aging, dispersed record-keeping system while maintaining all abilities to deliver normal patient services

#### OUTCOME:

An optimized technology platform was successfully designed, tested and implemented without interruption to patient care