The Chester County Hospital

West Chester, PA, USA

Chester County Hospital Navigates Patient Care with RES Software and Unified Medical Solutions

Overview

The Chester County Hospital and Health System is an organization dedicated to the health and wellbeing of the people in Chester County, Pennsylvania and surrounding areas. The Chester County Hospital selected RES ONE™ Workspace as part of its newly implemented UCare™ Clinical Virtual Desktop solution. The Clinical Virtual Desktop provides fast and secure remote access to patient records from anywhere within the hospital, including patient rooms. UCare is a integrated technology solution built by system integrator and RES Software Gold Partner Unified Medical Solutions. Its aim is to improve patient care by streamlining IT tasks for all clinical staff under one unified platform, while providing the benefits that accompany desktop virtualization.

The Challenge

Already one of the few hospitals that has fully implemented electronic medical records, Chester County Hospital is leading the charge in innovative patient care through a comprehensive clinical virtual desktop environment that leverages Microsoft Remote Desktop Services as the virtual desktop.

The UCare solution integrates complementary end user technologies and allows doctors, nurses and other authorized clinicians to execute an assortment of tasks from the patient's bedside, ranging from checking test results to administering medications. Unified Medical implemented RES ONE Workspace to equip the hospital with even stronger, more centralized workspace management and security capabilities. As a result, all clinicians significantly reduce the time spent accessing and updating electronic patient files.

The Solution

With the inclusion of RES ONE Workspace in Clinical Virtual Desktops, hospital staff have been able to deploy bedside clinical and administrative applications to meet challenging workflow needs. RES ONE Workspace allows users to access the files they need from anywhere in the hospital while the dynamic user workspace computing environment is centrally managed from a single console. This ensures optimized access to applications, patient data, and personalized settings that are context aware, based on a user's role, location and system requirements. RES Virtual Desktop Extender (VDX) reverse seamless technology also allows hospital staff to access locally running Health Information Systems (HIS) applications within their virtual desktop interface, so there is no need to toggle between multiple sessions.

"Providing optimal patient care is our number one goal, and to do this efficiently we needed a solution to meet the fastpaced needs of our hospital staff," said Mary Buckley, Vice President of Information Technology at Chester County Hospital. "The Clinical Virtual Desktop solution featuring RES ONE Workspace provides a reliable and stable solution that gives users flexibility that is essential in a hospital environment. The strategic architecture and controlled access streamlined into one platform is critical in any hospital system."

"Chester County Hospital is a prime example of how desktop virtualization technology can be used in a clinical setting to benefit IT, hospital staff and even patients who are receiving faster and more personalized bedside care," said David Holdan, Principal for Unified Medical Solutions. "RES ONE Workspace helps healthcare organizations like CCH enhance their desktop virtualization projects by improving personalization, introducing context-aware security and access control to users' desktops and simplifying overall desktop management."

Unified Medical Solutions is a Gold RES Software reseller specialized in the healthcare industry. Its UCare virtual clinical desktop solution featuring RES Software has been deployed in multiple hospitals in the Northeast United States.

About RES Software

RES Software brings agility and enablement to the workforce through self-service, and by optimizing service and app delivery. With a people-centric approach to services, RES Software helps organizations achieve better business results with a better worker experience, along with streamlined operations and reduced risk. RES Software boasts numerous patented technologies, faster time to value and superior customer support for more than 3,000 companies around the world. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com