



## Overview

One of the busiest hospitals and a designated **911** stroke center in the NY city, servicing more than one million outpatients, and **140,000** emergency patient visits p.a.

## Benefits

- Enhanced user experience through meaningful availability of information to Providers/Patients
- ~**35%** cost savings through lean IT principles and our Onsite-Offshore model
- Quality care enabled through high-availability & performance of Allscripts EHR
- Improved productivity driven by faster resolution of end user issues and automation



## Driving growth through business-aligned Allscripts services

### The Situation

With **100+** years presence, the institution has a reputation for successfully responding to emergency & crisis situations in the state. The hospital is committed to provide quality care at an affordable cost for all its patients across sites. To thrive on its goodwill and sustain the competition, the Hospital has implemented Allscripts Sunrise™ suite which includes Sunrise Clinical Manager, Sunrise Financial Manager, etc.

The institution is continuously experiencing higher patient volume, growth in the severity of illnesses treated and more patients in the advanced stages of complicated conditions. Therefore, a reliable partner responsible for a business-aligned Allscripts suite, accountable for resolving end user issues, ad-hoc reporting needs, availability & performance was critical for business.

### The Solution

End-to-end management & support for the Allscripts suite driven by pre-defined service levels for high-availability, performance and support for end user issues using our proven Onsite-Offshore model.

This involves, seamless transition of the Allscripts EHR system in less than 4 weeks leveraging our healthcare & IT experience that spans across various clinical & non-clinical applications without disturbing business using our frameworks & accelerators.

Ensured business alignment through planned customization, technical & functional enhancements covering Allscripts and the databases. Strengthened the hospital operations through interoperability and eliminated information fractures using APIs & custom interfaces.

Provided meaningful and actionable information using customized reports aiding business. 24x7 end user support and proactive maintenance using lean IT principles & automation for faster resolution of issues and to improve availability.

To find out how GAVS can help your organization, please visit

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