



IntermixIT: Providing Secure And Streamlined IT Solutions For Healthcare Organizations

BY CHARLA FERCHOW, PRACTICE ADMINISTRATOR



Schein Ernst Mishra Eye is an ophthalmology practice serving Central Pennsylvania for over 80 years. Our staff of 35 provides comprehensive eye exams, premium laser cataracts and advanced LASIK solutions while also specializing in dry eye treatments, corneal diseases, macular degeneration and glaucoma.

When our in-house IT Manager indicated he was looking to retire we began the search for a reliable IT provider for our growing business. We spoke with six different companies throughout our year-long search for an outsourced IT provider, and ultimately landed with IntermixIT.

It was overwhelming to try and decipher the quotes from each company, but Andy came in and helped us compare the various quotes and showed us what was included in IntermixIT's quote that the other providers weren't offering. IntermixIT was incredibly helpful throughout the decision-making process, and that really set them apart from their competition.

As a healthcare organization, we have HIPAA compliance to consider. HIPAA stands for the Health Insurance Portability and Accountability Act and it governs the flow of healthcare information and stipulates how personally identifiable information should be protected from fraud

and theft. A strong information technology system is key to being compliant and the missing pieces from the other IT service providers would have put us at risk.

We hadn't realized what bad shape we were in technology-wise until we had IntermixIT review our system. We were at risk of 'bad actors' getting in and losing data due to our outdated equipment. The process was a huge undertaking with needing new equipment, software and lots of upgrades, but IntermixIT made it happen for us.

Today, we are proud to say that we are on the cutting edge of technology and fully HIPAA compliant. The staff are much happier now that we have a streamlined process for handling tickets and working with the IntermixIT team!

If you are a business owner unsure of your IT situation like we were, we encourage you to do your homework. It's your responsibility as management to make sure your business is safe and checking the boxes for the regulations within your industry. Give yourself peace of mind by having your system reviewed. You may realize that working with an outsourced service provider like IntermixIT is exactly what you need to come out on top! ■