



Provider Case Study

Application Development and Maintenance: EMR

The Challenge

The client had invested significant resources in an EMR application. However, it faced many challenges with the EMR, including the need for workflow customizations and enhancements, and for integrations and scale that met the rising demands of its users.

Our Approach

We rebuilt the EMR application to match the client's operational needs and reassessed the client's overall IT roadmap. To achieve this, an emids team established an offshore engineering setup to drive end-to-end clinical application development, testing, maintenance and implementation for the client. The team rewrote the entire clinical stack, arranged in release cycles that allowed for a new deployable version of the product every four weeks. Eventually, the application was rolled out to a network of more than 200 clinical facilities, supporting up to 3,000 concurrent users with sub-2 second response times.

Value Addition for the Customer

- A dedicated engineering center aligned to the needs of client's HIT roadmap
- Assessments of the client's EMR for MU Compliance & Clinical Application
- Performance testing that improved quality by 300 percent

Provider Capability

Application development and maintenance

Customer Profile

A long-term care center with over 200 facilities across North America, offering skilled nursing, long-term care, inpatient and outpatient short-term rehabilitation, post-acute short-term rehabilitation, and post-operative recovery services.

Services and Solutions Rendered

Rebuilt and redeployed the client's EMR, in addition to making assessments on its entire IT roadmap