

Customer Success



Company: Mercy Health Partners is a five hospital region in the Cincinnati, Ohio area and part of Catholic Healthcare Partners, a 30+ hospital system in four states

Industry: Life Sciences

Region: Americas

Company Size: Large Enterprise

Type of Solution: Industry Specific, Field Service

Solution: Clinical Xpert Navigator by Thomson Healthcare

“With the security built into the BlackBerry solution and Clinical Xpert Navigator, our hospitals get the privacy protection we need. I don’t have to worry that one day we’ll end up on the front page with a story about someone accessing all our patient information.”

- Mike Hibbard, VP of Medical Informatics

Challenge

Mercy Health Partners wanted to provide mobile access to patient records and clinical information at the bedside so physicians can more efficiently manage patient care and the demands on their time.

Solution

- Expanded their existing deployment of the BlackBerry® Enterprise Solution with Clinical Xpert Navigator by Thomson Healthcare
- The application accesses the Health Information System at Mercy Health Partners and gives physicians immediate access to clinical information on their BlackBerry® smartphones from the hospital or wherever they are

Results

- Saves doctors time
- Improves patient care
- Offers a better work-life balance
- Improves physician communication

“It saves me time, being able to access information on the fly, as opposed to having to sit at a computer. I get the information I need anytime and anywhere, which allows me to provide better patient care.”

- Dr. Dan Roth, Primary Care Physician

