

## 6 Critical Hospital Functions Monitored 24x7x365

As the modern healthcare organization becomes more and more dependent on its complex electronic systems, it cannot afford a failure in any area. CareTech Solutions' IT Monitoring Service watches these six functions:

1. **IT systems interfaces:** the “translator” application that makes information from one hospital system accessible and usable by another. This is the most critical area that IT Monitoring watches; it currently monitors more than 4,000 separate client interfaces.
2. **Up/down device monitoring:** tracking whether all devices in the hospital are “on” or “off,” whether they are actually working or not.
3. **Application performance monitoring:** how well applications are working, how efficient they are. Also includes trending data over a defined period: is performance getting better or worse?
4. **Clinical experience:** how long does it take physicians and staff to perform their functions? (i.e., logging in, searching and finding a patient's record, manipulating it, signing it, logging out—with multiple locations included).
5. **Data center environmental monitoring:** uninterrupted power supply (UPS), water sensors, temperature control, ventilation, all the physical factors that make the data center function.
6. **Hospital websites and patient portals:** monitoring the public's user experience to safeguard the hospital's public face and reputation. Is any part of a website down? Are users able to pay their bills, see their lab results, contact a doctor or nurse – all in a timely manner?

### IT Monitoring is designed specifically to help your hospital:

- Stay ahead of performance issues that impact service delivery
- Get visibility into your network, applications and infrastructure
- Proactively address IT issues that may put patient care at risk

CareTech Solutions is an IT and Web products and services provider for U.S. hospitals and health systems. We create value for clients through customized IT solutions that contribute to improving the patient experience while lowering healthcare costs. **For more information call us at (877) 700-8324 or visit our website at [www.caretech.com](http://www.caretech.com).**