

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 leading the path in innovative information technology and end-user interface services for U.S. hospitals and health systems. The company helps healthcare organizations leverage emerging digital technologies to improve the quality of healthcare delivery and clinical outcomes. **For more information call us at (877) 700-8324 or visit our website at www.caretech.com.**