

# Case Study: HIE Implementation and Support for Healthcare Services Provider

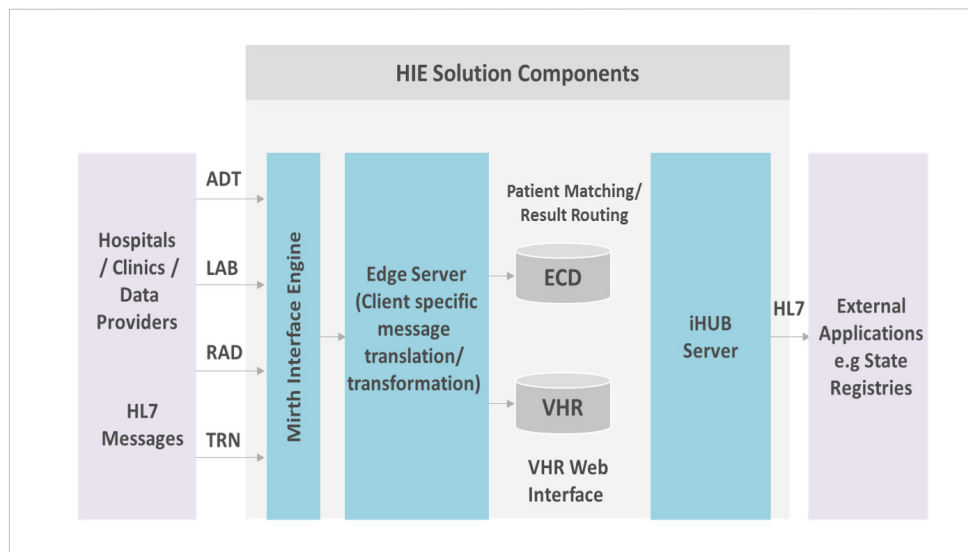
## Client Requirements

Client is a market leader in HIE technology and services across the USA. Client's HIE solutions connects the entire continuum of care, including hospitals, physician practices, labs and public health departments. Client needed support for platform engineering, deployment and monitoring for its large HIE customers. Given its deep expertise in application development and support, along with in-depth understanding of clinical data integration and interoperability, CitiusTech was selected as client's primary professional services partner to enable HIE implementation.

## Solution Design

CitiusTech team implemented and supported two HIE platforms for the client. Key services included:

- **Interface setup and migration** - setup test and production environment across HIE platform onboarding/ setup and upgrades
- **Interface Monitoring** - monitoring server health (CPU, Memory, Disk usage) and tracking HL7 message load on interface engine and take appropriate actions
- **Customer Support** - understand and implement interfacing requirements and help end customers in HL7 interface testing



## CitiusTech Solution

### Requirement Analysis

Client leveraged CitiusTech capabilities in integration and interoperability to develop and enhance its HIE platforms and to support HIE implementations for end customers.

Technologies including Lotus Domino, Mirth Interface Engine, PostgreSQL, HL7 V2x and Salesforce were used in the process.

## Value Delivered

By partnering with CitiusTech, the client was able to:

- Support data in both **HL7 v2.x & CCD formats**
- Monitor **30** interface engine servers daily
- Enable **1400+** channels / data feeds
- Exchange **70,000** messages / day / data provider
- Process **600,000** messages / day on given interface engine
- Take **8-10** interfaces live weekly

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## About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 2,900 professionals worldwide, CitiusTech enables healthcare organizations to drive *clinical value chain* excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, healthcare technology platforms, proficiencies and accelerators. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

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