



Richard Carlton Consulting

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FILEMAKER SUCCESS STORY

Pediatric Information Management System

**Sutter Health / California
Pacific Medical Center**

California Pacific Medical Center - Customer Story at a Glance



Sutter Health

The Challenge

- * No existing information management system.
- * Marginal support from IT.
- * Limited Budget

The Solution

- * Construction Filemaker based database for record management of patient records.
- * Support in-patient and out-patient services.
- * Faxes and emails Doctors automatically.
- * Database in use by Doctors, medical records personal, billing people, insurance reviewers.

The Benefits

- * HIPAA Compliance with FileMaker Pro 7.
- * High Reliability, for 24/7/365 hospital use.

Products Used

- * FileMaker Pro
- * FileMaker Server

Platform

- * Windows 2000

In early 2002, the California Pacific Medical Center's (CPMC) Pediatric Department was performing record keeping activities using pen and paper. CPMC's information technology department had been working to acquire a hospital wide database system for a number of years, but the realization of such a system was years away.

Dr. Oded Herbsman, Medical Director of Pediatric Inpatient Services had heard of a product called FileMaker Pro and elected to contract Richard Carlton Consulting, a FileMaker consultancy in Northern California.

The resulting partnership led to the successful deployment of the "CPMC Kids" database system. This system was developed from scratch at a relatively low cost, and now provides 30 simultaneous users direct access to pediatric medical records. Dr. Herbsman states, "FileMaker is so flexible and user friendly, I can make all sorts of minor changes and updates myself! The system faxes and emails doctors automatically. It is very powerful."

Dr. Herbsman explains, "The initial deployment of FileMaker within the 'in-patient' ward was so successful, it was later rolled out to the 'out-patient' clinic in a building next door. The Clinic and in-patient doctors have access to each others records, so we have a good 'view' of the patients previous medical history."

Michael Arribage, engineer with RC Consulting Inc, worked with Dr. Herbsman to develop the initial system, and has been involved with major updates along the way. "Our biggest concern was the new HIPAA requirements. However, after we learned what HIPAA was, we realized that we were largely in compliance. We updated FileMaker Pro 7 later in 2004, so we could utilize its advanced features, and was fully HIPAA compliant before the April 2005 deadline."

Rock solid reliability is critical. That is why the CPMC Kids database lives on a dedicated server running Windows 2000, and a copy of FileMaker Pro Server. "We backup the data every 2 hours," explains Dr. Herbsman. "Supporting this system is a snap. Richard's team got us up and running. I could have never done that by myself."

"Now other departments want to find out what we did, and why it was so successful. Even the Director of Surgical Services is busy deploying a Scheduling and Management system in FileMaker Pro."

California Pacific Medical Center
Pacific Campus
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