



Client Case Study Rochester General Hospital

Client Profile

Rochester General Hospital is part of the Rochester General Health System, which has provided healthcare services to the Greater Rochester New York area and surrounding regions for more than 150 years. Rochester General Health System has a nationally recognized heart program and a nationally accredited cancer center.

Rochester General Hospital is the flagship of the Rochester General Health System, and a regional leader in healthcare. The 528-bed teaching hospital is an integral part of the Rochester community.



Rochester General Hospital

Business Issue

Rochester was using a home-grown DOS based system, which unfortunately had very limited reporting, no querying, was inflexible and not user-friendly. Historical data was difficult to obtain and it was also not integrated with the other departments within the hospital.

Solution

The Biomed department was using an older version of TMS so they decided to implement TMS Enterprise and upgrade both departments. Having found TMS easier to work with and easy to learn, with strong reporting capabilities and WIN based, Enterprise was the best solution for their needs. They purchased three segments across two hospitals, Rochester General Hospital and Newark-Wayne Community Hospital.

Rochester also implemented Web Request to allow end users to easily submit work order requests and decrease time spent taking calls and creating work orders, and TMS Connect which they used to integrate their accounting software with TMS Enterprise.

Benefits

Rochester claims that TMS Enterprise is very easy to learn, even for new users to come up to speed quickly.

In addition to the ease of use of TMS Enterprise and Web Request, Rochester has found that their administration have willingly and easily adapted to using the application and use it routinely on a daily basis to check the backlog and maintain the staff. They have found it to be very transparent as they can view all that each group and each individual technician is working on.

One administrative personnel said, *"It simplified my life, handling work requests and phone calls, and made my job more efficient in how I process work requests. I actually look forward to using it every day."*

In addition to the application's benefits, Rochester has been happy with the Four Rivers Support team, stating that the team is excellent and always willing and able to answer questions, even difficult ones.

