

HOW THE NEUROLOGY CENTER FOR EPILEPSY AND SEIZURES BECAME EMPOWERED TO PROVIDE COMPREHENSIVE CARE IN A DATA-INTENSIVE ENVIRONMENT

Situation

At the Neurology Center for Epilepsy and Seizures (Center), Dr. Amor Mehta's team seeks to improve the quality of life of their patients by correctly identifying and treating their multifaceted neurological conditions. The team goes beyond the standard of care to help their patients find answers and empower them to live their best lives.

"I have created a home, essentially, for these patients where they have all their multidisciplinary related services in one convenient location," said Dr. Mehta, the Center's founder. "At our Center, patients can have their advanced neurodiagnostic testing, including continuous video electroencephalogram (EEG) monitoring studies usually performed in hospitals, all done in a private outpatient setting that they find more comfortable."

The EEG monitoring of a patient's brainwaves typically lasts twelve to twenty-four hours, and it produces enormous amounts of data that must be stored on servers. To comply with relevant regulations, that data must be stored for at least seven years.

Such requirements meant that the Center needed a technology partner that could provide robust IT support, as well as adapt and scale to the Center's growth. Additionally, such a partner had to be able to contribute expertise and insights into the design and implementation of the Center's systems to ensure a seamless and efficient experience for both patients and healthcare providers.

Fortunately, Tom Cusack, the Center's IT specialist, received a vendor recommendation while the Center was in its planning stages. "A colleague of mine said that when we were ready to identify a vendor to handle our networking and data, we should reach out to the folks at MedCo Data," said Tom. "That's exactly what I did."



“

We are rapidly expanding with the hope that we will be able to serve all the patients in our state who need community-based epilepsy care. MedCo Data will be with us as we grow.”

Dr. Amor Mehta

Founder

Neurology Center
for Epilepsy and Seizures

Solution

MedCo Data is known as a company with a strong reputation for providing comprehensive IT solutions and support for healthcare facilities.

From the outset, the MedCo Data team demonstrated their commitment to helping Dr. Mehta realize his vision by actively participating in planning meetings and collaborating with other vendors, including the EEG equipment provider. This early engagement allowed the MedCo Data team to understand the Center's unique requirements and offer tailored solutions.

The MedCo Data team provided a wide range of services and solutions for the Center, including the design and configuration of hardware, servers, databases, networking, and firewalls. Additionally, they installed their proprietary, geo-redundant, VoIP Unified Communications System, VOWtel, to handle the practice's daily telecommunication and call center needs.

In fact, MedCo Data's involvement extended to desktop systems, tablets, and security software, ensuring that every aspect of the Center's technology infrastructure was well integrated and optimized for its needs.

Recognizing the importance of reliable remote access for doctors to review EEG results, the MedCo Data team worked closely with the Center to develop a high-bandwidth VPN solution. This allowed healthcare providers to access the necessary data efficiently, without experiencing lag or disruptions in the waveforms they were reviewing. This resulted in a smooth reading experience comparable to being physically present in the facility.

In addition to security, design, and support, MedCo Data implemented its HIPAA-compliant disaster recovery system, replicating the Center's data to its private cloud in Clearwater, Florida. This ensured the Center's critical information was securely backed up and easily accessible in case of emergencies.

Such comprehensive support from MedCo Data plays a crucial role in enabling the Center's innovative approach to patient care and contributes to the seamless operation of the facility.

MEDCO DATA SOLUTIONS



Wide range of
IT support services



Flexible and scalable
cloud-hosting services



Cloud-based,
multi-site compatible
telecommunications



Results-driven
digital marketing

RESULTS



Reliable Expertise

"Going with MedCo Data was the best choice for us," said Tom. "I sleep well at night knowing that all my systems are being monitored by a team that knows what they are doing."



Secure Backups

"Each night, our data is backed up from our on-site servers to MedCo Data's data center in Clearwater, Florida," said Tom. "So, we have two copies of our data locally and a third copy securely backed up with MedCo Data. That provides us with tremendous comfort."



Scalable Infrastructure

Dr. Mehta has growth plans for the Center and fully intends to make MedCo Data a part of those plans. "Anytime we are looking at purchasing new equipment or expanding the business in any way, the MedCo Data team is always included in the conversation."



Responsive Customer Service

"When routine issues pop up during the day, all we have to do is get a MedCo Data team member on the phone," said Tom. "That person connects to our network remotely, diagnoses the situation, and then addresses it."



“

For this massive undertaking, we needed a company with expertise in supporting the buildout of a new facility. The MedCo Data team met with us throughout the design and construction phases to ensure we made the right technology decisions.”

Tom Cusack

IT Specialist
Neurology Center
for Epilepsy and Seizures