Managing Your Office's Computing Assets

Jim Stiles

2014

The Love/Hate Thing

- For better or worse, computers are important assets in a pediatric office

- They are expensive, but more importantly the staff spends LOTS of time using them

- We will discuss how to get the most out of all your computing assets while controlling expenses

PCC Pediatric EHR Solutions

Control Your Future™

The Love/Hate Thing

- For better or worse, computers are important assets in a pediatric office

- They are expensive, but more importantly the staff spends LOTS of time using them

- We will discuss how to get the most out of all your computing assets while controlling expenses

Topics

- When cheap isn't (first cost versus total cost of ownership (TCO))

- Networking and not working

- Leading edge vs. bleeding edge vs...

- Playing nicely with others: interoperation and compatibility

- Who you gonna call? TST, SST, local IT...

PCC Pediatric EHR Solutions

Control Your Future™

When Cheap Isn't

- You pay $300-$500 for a cheap computer

- You pay $500-$1000 for a decent one

- Staff time is expensive!

- Good computers last longer than cheap ones.

PCC Pediatric EHR Solutions   Control Your Future™

Time vs Money

- You can consume many person-days per year chasing problems on a problematic computer

- Ditto for waiting for a slow computer (or network) to finish

Networking vs Not Working

- Wired networks are fast and reliable (if done well)

- Wireless is convenient, but reliability is decreasing

- Wireless printers are bad

- Network management (border router)

The Technology Curve

- **Bleeding Edge:** New functionality is great – exciting, cool

- **Leading Edge**: Up to date is good, but it is a lot of work lo live there

- **And then there's us**: We are all about getting important work done in practices that succeed. If that means leading edge, that's fine, but it's not crucial.

Playing Nicely With Others

- The Microsoft way

- The Apple way

- The UNIX way

- Network-based computing

- The PCC way

- Multiple vendors

PCC Pediatric EHR Solutions

Control Your Future™

Stuff

- Printers/scanners/multifunction (w/ net)

- Security (Webroot, firewall, scans)

- Managing wiring infrastructure

- Inkjet printers (don't forget the ink)

- Intelligent use of IT/support resources

- Third party IT (security scans)

PCC Pediatric EHR Solutions

Control Your Future™

Who You Gonna Call?

- In-house IT

- TST/SST

- Local third party IT

- ISP

- Other vendor support

PCC Pediatric EHR Solutions

Control Your Future™

DIY

- Tape Management

- OCS

- Teamviewer

- Anita

- EHR

Your Success is Our Success

PCC
Pediatric EHR Solutions

Control Your Future™