Advanced Home Care Secures Patient Information with AirWatch; Secure Content Locker Assists Sales Team

The Challenge

Mobile devices allow healthcare professionals to take photos and notes and to access clinical information in hospitals and in the field. Mobile devices are also streamlining work processes and giving patients a new level of attentive care. Doctors and nurses have information about a patient immediately available directly on their tablets, eliminating the need for a computer or paper chart. With patient information now stored on mobile devices that can travel anywhere, healthcare privacy laws requiring data security, such as HIPAA, become increasingly important. Healthcare organizations benefit from tablets, but they necessitate data security to keep up with stringent laws. Many healthcare organizations are opting for Mobile Device Management (MDM) solutions to secure their assets. Advanced Health Care (AHC) needed a scalable solution and the ability to manage and store large file types for employee use. Additionally, all users would need a secure mobile platform for email access and calendar sync for immediate information exchange. An application management tool would also be helpful for sales team access the CRM tool on their devices. AHC needed to streamline their business processes and make patient care more efficient.

The Client

AHC supplies patient care at home, aiming to reduce the amount of time spent in the hospital for the patient. The company delivers everything from medications to medical devices directly to patients’ homes. They also teach and train patients to be self-sufficient so they do not need to rely on a third party caretaker. AHC’s brand manager, Kevin O’Neill, identified the need to switch over to a mobile environment, especially for the sales and patient care teams. “We needed a way to distribute collateral – forms, patient data and presentations – for the team to be fully equipped via a mobile channel in the field,” said O’Neill. He also recognized the need for an MDM solution to keep this information secure. “HIPAA is the

Solution Overview

- Customer: Advanced Home Care
- Industry: Healthcare
- Geography: North America
- Features: SCL, MDM, MAM, SEG
- Devices: 500-1,000
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The Solution

AirWatch delivers the security and device management that AHC needs to function at a high level in the field. The auto-lock and password protection helps safeguard devices should they be lost or stolen. AHC also has an internally hosted homecare CRM application that is pushed to devices with AirWatch. The Secure Email Gateway (SEG) is used for email profiles and easily pushed out to devices. “People love getting their email through their native mail client, and it is extremely easy for me to apply profiles to devices,” says Sam Crawford, network administrator at AHC. From a management standpoint, the AirWatch administrative console makes Crawford’s job a lot easier.

The SCL benefits AHC immensely for document distribution. “Because of regulations and the speed in which they change, we were spending too much money on printing and reprinting. With AirWatch’s SCL, we can release information into the locker and update it immediately. This ensures sales reps have the latest and most current information while in the field. Updated information is everything to our business,” says O’Neill.

AHC deploys delivery trucks to various patient homes to drop off medications and medical equipment. With AirWatch, orders can be sent directly to drivers so they do not have to go to the office or warehouse. “The fact that we are able to implement the mobile logistics road map system on devices lets us remotely add stops to driver’s delivery routes. This makes us much more efficient,” explains Crawford. AHC sees benefits in productivity and better results from the sales team. “The simple fact that we can have immediate information exchange, whether it’s sales or promotional materials, is invaluable. It cuts down on collaboration time and takes out the administrative element of distributing information,” concludes O’Neill. AirWatch allows AHC to function in a mobile environment and serve their patients securely.

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– Kevin O’Neill
Brand Manager and Creative Liaison
Advanced Home Care

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