

Low-cost computing for healthcare

Chiropractors straighten misaligned computing costs

Challenge

Cost-effectively streamline chiropractic office management by providing access to e-nate's web-based patient record and billing software in every room in the clinic.

Solution

Deploy NComputing L-series to connect touchscreen workstations in each office to a central PC, providing internet access to e-nate throughout the office.

Impact

Generated huge savings in hardware costs. Simplified deployment, maintenance and support, resulting in ongoing cost savings.

Chiropractors, like all medical service providers, need technologies that improve service quality and office efficiency. Software company e-nate provides a web-based chiropractor patient record and billing system that is completely paperless.



e-nate delivers a complete chiropractor office management software solution with NComputing.

Delivering innovation

Ready to build on the success of their web-based practice-management solution, e-nate wanted to take the next step: deliver a complete hardware and software solution that would help their customers cost-effectively migrate to a paperless office, streamline patient flow and management, and improve user-friendliness by incorporating a touch-screen interface.

"We wanted to make our solution as easy to use and deploy as possible," said Dr. François Poulin, vice president, research and product development for e-nate. "We looked at thin-client technology, but found that the operating system wasn't flexible enough to meet our needs, and required the use of proprietary touch screens." e-nate also found that the thin-client approach came with higher-than-expected costs for both hardware and ongoing support and maintenance.

“NComputing has helped us deliver a complete solution at a very reasonable cost.”

DR. FRANÇOIS POULIN
VICE PRESIDENT
RESEARCH AND PRODUCT DEVELOPMENT
E-NATE

Faster deployment, lower costs

NComputing showed e-nate that today’s PCs are so powerful that the vast majority of applications only use a small fraction of the computer’s capacity. Web-based applications like e-nate’s use even less. NComputing’s virtualization software and hardware tap this unused capacity so that it can be simultaneously shared by multiple users. Each user’s monitor, keyboard, and mouse connect to the shared PC through a small and very durable NComputing access device. The access device itself has no CPU, memory or moving parts so it is durable, fast and easy to deploy, and requires virtually no maintenance.

“As with any business, the bottom line for our customers is cost,” said Dr. Poulin. “Our web-based software was already being well-received. After researching and testing the NComputing devices, we quickly saw that we could leverage that success by delivering a complete solution at a very reasonable price. That’s a critical competitive advantage for our company.”

Immediate alignment

For customers, the benefit of maximizing the power of their PCs is immediate and tangible. One customer, Dargis Charest—a large chiropractic practice in St. Constant, Quebec—deployed NComputing access devices throughout its office and exam rooms, all running off just one PC. That alone resulted in substantially lower hardware costs.

Dargis Charest also realized savings because NComputing devices are so simple to set up and maintain. “It’s so easy. We had the office up and running in the time it took to plug in the devices and turn on the machines,” said Dr. Poulin. “Because Dargis Charest only needs to maintain one PC, we have also helped them realize huge savings in support costs.”

“NComputing has enabled us to bring even more innovation to our customers,” added Dr. Poulin. For example, by connecting cameras to the system via the NComputing access device’s USB port, each doctor’s assistant can upload patient x-rays for viewing on monitors. e-nate also connected a large plasma TV to the network so that educational videos could be shown in the waiting room.

Because of the revolutionary economics of NComputing, e-nate is also using the NComputing solution as the basis of a hosted, monthly fee-based solution. With e-nate maintaining the hardware, chiropractors won’t have to worry about keeping their systems up and running. “We will bring cost-efficiencies to a new level,” concluded Dr. Poulin.

