



Health Care Integrated Solutions



We Focus On Integration So You Can Focus On Innovation

The HCI Solution, Inc. Integration and Interface Engine Services

Meeting integration goals can get complicated from a lack of integration platform familiarity and the challenges of navigating what may seem a labyrinth of clinical and technological requirements, multiple stakeholders and timelines. But when this is practiced every day by a team of experts that work hard to get to know you and your team's goals, the process becomes very simplified. With over 25 years of experience working daily with over 800 vendors, healthcare organizations and an extensive variety of integration tools, our team of integration experts make it simple to meet your deadlines, whether it be for a single HL7 Interface, an EMR upgrade or interface engine.

MONITORING AND ALERTING SUPPORT

Want the peace of mind that comes from continuous interface reliability day and night? You will never be short on troubleshooting staff with our 24 x 7 interface response team! Our alerting and support team can receive and respond directly to interface alerts and work with your on-call/ helpdesk team 24 hours a day, 7 days a week. Our alerting system becomes part of your support infrastructure to ensure full awareness of the underlying issue.

INTERFACE ENGINE CONSULTING

Just invested in a new interface engine and wish to have the required staff levels, skills, training and best practices to realize an optimum return on the investment and meet integration requirements accurately on time? Our interface engineers bring a combination of interface engine best practices, custom interface programming and extensive healthcare integration experience to your organization. Our team has expertise on a variety of interface engine platforms, custom software development and database administration experience that can address challenges that may lie beyond your integration platform.

INTERFACE ENGINE MANAGEMENT

Want the benefits of integration without the worries of self-hosting an interface engine platform? We provide seven-star concierge service peace of mind!

Our interface engine team can host your interface engine and keep it running smoothly and securely in our cloud or in your preferred hosting space. We notify your team of any required operating system or software updates to guarantee continuous operation and keep all interfaces running smoothly with 24 x 7 alerting and support.

PLEASE TURN THIS OVER TO SEE WHICH SERVICE OFFERINGS BEST FIT YOUR NEEDS!

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Concierge Services

Interface Engine Management

The benefits of integration without the worries of self-hosting an interface engine platform! We provide Seven-star concierge service!



Monitoring and Alerting Support

Regardless of the alerts, staffing issues, holidays, or vacations. We will monitor and take care of your interfaces, so you can have peace of mind 24/7!



Interface Engine Consulting

Invested in a new interface? Do you possess the required staff levels, skills, training and best practices to maximize your return on investment and meet interface requirements accurately and on time?

Problem

Solution

Service

I find myself troubleshooting an interface at 3:00 AM on a Saturday. I need to have someone who understands interface troubleshooting and available!	We take care of your interfaces, so you can get a good night's rest.	MANAGING	MONITORING	
A new application is going live soon but no one has touched the interface engine in months. Our very busy analysts must now burn valuable time refreshing their interface engine skills!	We stay up to date on interface technology, so you don't have	MANAGING	MONITORING	CONSULTING
If we lose more staff to attrition, our off-hours interface support team may be too small for the new system rollout.	Our interface team is never too small to handle unexpected problems!	MANAGING	MONITORING	
Our migration to a new H.I.S. means building all interfaces from scratch in our new interface engine! That means hiring an outside consultant which can be very expensive.	We're your partner, you won't need anyone from the outside.	MANAGING	CONSULTING	
We don't build interfaces often enough. When on vacation our patient demographics interface backed-up for hours! The hospital board is upset and blaming me for the outage!	No worries, we will do the watching and keep the data flowing.	MANAGING	MONITORING	CONSULTING
The work projects list has now expanded. I am having a hard time finding qualified interface engine people, especially those with real-world programming and H.I.S. Skills	Look no further, we are interface engine experts with over 25 years of experience.	MANAGING	CONSULTING	
More and more of our applications are running "in the cloud", making network glitches more common. This means more team members capable of catching and detecting these issues!	We do the care and feeding of your interface engine so you can focus on the clinical applications.	MANAGING	MONITORING	
Interfaces are not our specialty! We are clinical application domain experts. It's painful and distracting when I need to create, test, and decommission interfaces.	We bring integration expertise, so you can focus on your patients.	MANAGING	CONSULTING	