CASE STUDY:
Mosaic Health **Patient Care** Powered by Zivaro

Mosaic Health is a Federally Qualified Health Center (FQHC) located in Upstate NY providing primary medical, dental and mental health services to uninsured and underinsured patients.

As a Federally Qualified Health Center (FQHC) based in Rochester, NY, Mosaic Health faced challenges with its electronic medical records system, eClinicalWorks, an EMR and EHR solution that manages all aspects of patient care.

Mosaic's staff experienced frequent outages, unexpected downtime, and constant hardware price increases. And they needed to get back to focusing on patient care and provider productivity.

Mosaic Health provides primary medical, dental, and mental health services to uninsured and underinsured patients. They have six locations, a mobile dental program, and two administrative centers. Mosaic's mission is to provide access to compassionate, individualized healthcare and wellness-related education for everyone, regardless of financial, cultural, or social barriers.

THE CHALLENGE:

Like many clinics and healthcare organizations, Mosaic Health relies on eClinicalWorks for their EMR/EHR solution. There were many challenges that Mosaic faced with their initial eCW platform:

- Latency – Mosaic Health frequently experienced full or half-day outages

- Over-dependence on physical hardware Too many moving parts/complexity

- Scale and pricing

- Ransomware threats and other security concerns

THE SOLUTION:

OneHealthEQ from Zivaro is an industry-leading platform purpose-built on AWS to securely and seamlessly deliver an EHR/EMR at a fraction of the cost it would take to build and manage in-house.

Mosaic Health selected Zivaro because of our experience in creating custom IT solutions for the healthcare industry, and our ability to navigate the challenges specific to healthcare. We proposed a solution custom-built on AWS to maximize uptime and cost-effective scalability.

OneHealthEQ allows Mosaic Health to focus on patient well-being. The solution is right-sized and saves money on licensing and hardware purchases.

THE BENEFITS

Mosaic Health partnered with Zivaro for managed services. Zivaro provides Mosaic with continuous innovation, automation, and a next-generation managed IT.

Most importantly, the partnership helps Mosaic Health focus on what they do best: provide equitable patient care for communities in upstate New York.

LOOKING FOWARD

With HealthOneEQ, Mosaic can stop supporting and servicing their IT systems in-house, take ownership of their patient population data, and provide compassionate patient care.

OUTCOMES:

- Additional benefits:
- Reliability
- Faster response with lower latency
- An improved experience for their healthcare providers and patients
- Improved cost savings

ABOUT ZIVARO

Zivaro seeks to serve those charged with serving others. We relentlessly work to enable our regulated market customers to maximize focus on their outcomes. We design and deliver secure, scalable, and cost-effective solutions through our expertise in IT infrastructure and our flexible service delivery models.