

Why Can't Your Hardware Support Company "Git 'er Done"?

By C.A. Nix III, President, Medical Practice Technologies



I was recently performing the longtime male tradition of channel surfing through a couple hundred channels on my home satellite system. As usual, nothing good was on... or so I thought. I happened to run across a very funny and quite irreverent show — a perfect cross between "Hee Haw" and "Laugh In." In the thickest Southern drawl you can imagine, one of the characters constantly uses the phrase, "Git 'er done." Translated into English, this means "Get it done/Finish the job at hand/Do it right/Work hard." Being a native Georgian, I could really relate to this phrase and it instantly became part of my vocabulary...drawl and all!

After watching this "Blue Collar Humor," the thought came to mind about the business we are in and how many medical practices out there are forced to work with mediocre hardware companies that just don't "git 'er done" whenever there are system problems. There are so many newly installed systems that are not set up for long-term reliability. Seemingly simple things like regular full tape backups, spyware detection and anti-virus software are non-existent or not kept up to date to protect the data of a particular medical practice. Worse than this are companies with the reputation of installing systems without selling the practice legal copies of software from Microsoft and others. These practices are left holding the bag later when the time comes to upgrade. They end up having to buy all this software outright just to get legal...a nightmare that you can easily avoid.

The only conclusion is that many of these hardware companies are not educated enough to properly sell, install and support these types of systems; some of them are not selling everything that is needed to keep costs down so they get the sale; and some of them are involved in flat out illegal activities such as software piracy. There are things that you

can do to protect yourself from having any of these nightmares happen to you.


So what can you do about it? Do you get your teenager, brother-in-law, next door neighbor or family pet to help you with your computers after hours since you can only trust them? Maybe not the best idea...especially the pet. As I mentioned in a previous editorial, your billing and scheduling system as well as your Electronic Medical Records are your point of sale and patient charts. You should pay for the best hardware and support that you can afford from people you can completely trust to do it right the first time. The most important thing you can do is to check references, and make sure they have worked with other

medical practices — three or more should be sufficient. Another item to check is if they have experience with the specific medical software that you use now or plan to install. Finally, do they offer an ongoing support agreement to provide ongoing maintenance with a guarantee for availability?

There is hope for you and for your computer system. Take the time to find people that you can trust, get references, make sure they know the basics of the medical software you use, and are willing to give you excellent support in writing that you can hold them to.

To learn more about Medical Practice Technologies, call (678) 455-7191 or visit online at www.medpractech.com. ■


Congratulations...



Congratulations to
Dr. Eric Wellons of
Atlanta Medical Center
on the first use of the
revolutionary FIBREX
Catheter Patency Device.

FIBREX[®]

From your friends at



HATCH Fibrex[®] is a registered trademark of Fibrex, L.L.C. and developed by Hatch Medical, L.L.C.