RocketFailover

> "We operate skilled nursing care facilities, and Internet connectivity is critical for our patient care. RocketFailover keeps us connected to our cloud-based electronic healthcare records system when our primary Internet service provider has an outage."
>
> — Christy Hofsaess, Vice President of Finance
> Hawkeye Care Centers of Iowa

Case Study

Letting Resident Care Be Your #1 Priority
RocketFailover Solution Restores Care to Healthcare Facility

With an intent on elevating the industry standards of nursing and senior healthcare facilities, Hawkeye Care Centers of Iowa has been successfully providing personalized senior care for over 40 years. There are 12 Hawkeye Care Centers in Iowa, all united by the same rock-solid core values. Just as Hawkeye has evolved over the years, technology in the healthcare industry has never been far behind.

Hawkeye Care Centers depend heavily on their cloud-based, electronic medical record system (EMR) known as PointClickCare. Because Hawkeye's locations are 24/7/365 care facilities, Internet connectivity to access their EMR system is critical. Without 100% Internet uptime, the staff is unable to administer prescriptions, perform care management, or access resident medical files. When Hawkeye Care Centers started experiencing Internet outages from their primary Internet service provider, they knew something had to be done.

The Challenge

Bringing a redundant Internet connection into multiple locations is almost-always expensive or logistically challenging, and this is why Hawkeye Care reached out to Thinix for a solution. Deploying a backup Internet connection with RocketFailover became the next step for Hawkeye Care.

Thinix engineers recognized a few key unique challenges for this project. The facilities needed a RocketFailover solution that would cater to Hawkeye's rural locations, and strong Internet speeds to support the 24/7 EMR access for Hawkeye staff. Additionally, the locations required the use of external antenna cables to enable the antennas to receive connectivity outside of their metal equipment racks.

Hawkeye Care's Internet Continuity Requirements

1. Connectivity to multiple rural locations.
2. High-throughput speeds to access cloud-based EMR system.
3. Simple integration with existing equipment racks.
4. Reliable backup Internet for round-the-clock care.

The Solution

RocketFailover Fusion™ was the ideal choice for Hawkeye Care. Fusion is a RocketFailover solution that is capable of delivering a failover Internet connection in seconds. Coming in at 50-90% less than similar wired Internet options, RocketFailover was also a highly-affordable option for Hawkeye. Designed for multi-location businesses, Fusion is designed for businesses that have existing dual-WAN capable firewalls, or for businesses with more complex network needs.

The Implementation

By implementing RocketFailover Fusion, Hawkeye Care now experiences a high-performance, backup Internet connection with automatic failover to keep resident care a #1 priority. Complete with connection alerts, Hawkeye Care Centers can effortlessly monitor the connection of each location without extensive IT knowledge.

RocketFailover also comes with iStatus® which is an intelligent monitoring platform. iStatus provides online and on-the-go access to a top-down organizational network view, rich historical analytics, and common-language alerts for Hawkeye staff.

iStatus ConnectionValidation™ is a patent-pending technology which provides continuous monitoring, testing, and validation of all Internet connections, so Hawkeye Care can verify backup connections are ready when they are needed.

Lasting Resident Care

Once Thinix engineers determined the right fit for Hawkeye Care Centers, Thinix installed, monitored, and verified all RocketFailover systems were working properly. Now with RocketFailover on their side, Hawkeye staff can maintain their uptime when primary connections fail, and automatically generate alerts to allow the problem to be corrected quickly and efficiently.

After implementing backup Internet connections with RocketFailover, Hawkeye Care Centers no longer notice interruptions to their daily operations or EMR system connectivity. The seamless failover of RocketFailover Fusion has allowed staff to continue to help residents thrive. With the help of RocketFailover, Hawkeye Care Centers of Iowa continues to be deeply rooted in senior care, and staff can emphasize happiness, positivity, and fun for residents to keep seniors as their #1 priority.