

# Making IT Mobile



*Strategies for IT  
operations during  
pandemic response*



**We Create Healthy Communities**



[HEALTHLINCCHC.ORG](http://HEALTHLINCCHC.ORG)

EAST CHICAGO | KNOX | LA PORTE | MICHIGAN CITY | MISHAWAKA | SOUTH BEND | VALPARAISO

## *Today's Speakers*



***Melissa Mitchell***  
***Chief Operations Officer***



***Philip O'Reilly***  
***IT Manager***



# HealthLinc Information



## MEDICAL

Primary and preventive care, physical examinations, immunizations, pediatrics, women's health including obstetrics, MAT, podiatry and more

## DENTAL

Examinations, X-rays, treatment planning, cleanings, extractions, fillings, patient education and more

## BEHAVIORAL HEALTH

Healthy lifestyle choices, stress reduction, anxiety and depression management, goal setting and more

## OPTOMETRY

Eye examinations, dilated retinal evaluations for diabetes, cataract and glaucoma screenings, eyeglass prescriptions and more



Pharmacy Services, Community Outreach, Medical-Legal Partnership and Health Insurance Enrollment Assistance



**40,286** patients served in 2020



## *HealthLinc Culture of Technology*

### *History of being innovative:*

- *Long history of using advanced IT*
- *Our current model of wireless connectivity in all clinics*
- *Use outsourced IT for WAN and networking support*
- *Use Internal IT for LAN, phones and hardware deployment*
- *8 current internal IT staff members*



## *HealthLinc Landscape*

*HealthLinc is a rapidly growing company:*

- Frequently rolling out new services and specialties*
- Extremely tech heavy. Electronic check in, lab results, images, etc.*
- Strong executive leadership support regarding keeping technology updated and engaging in new trends*



# HealthLinc History

## Mobile background:

- *Started using Mobile Unit in February 2014*
- *First started using cellular and wireless connectivity*
- *Learned to operate externally exactly like inside our walls*



## ***Clinic In A Box***

### ***Mobile clinic technology evolution:***

- ***Purchased first equipment as failover option in 2018***
- ***Leveraged hardware for:***
  - ***Failover in 2018***
  - ***New sites in 2019***
  - ***New locations for transitioning clinics due to pandemic in 2020***



## *Clinic In A Box - Technology*

### *What's in the box?*

- *Fortinet Rack Mount Tray*
- *Fortinet FortiGate 60E Firewall*
- *HPE Aruba Network Switch (48 Port)*
- *Ruckus ZoneFlex R500 AP (Indoor)*
- *Tripp Lite 12U Rack Enclosure Cabinet*
- *Tripplight Rack Enclosure Cooling Roof Fan Kit*
- *Tripp Lite SmartPro UPS*
- *Ruckus WatchDog ZD Access Point Support*
- *Avaya J179 - VoIP Phone*





# Clinic In A Box - Technology



## *Clinic In A Box – Purpose*

### *What can it handle?*

- *Meant to be used at an established location*
- *Can support an entire site*
- *Private network*
- *Phreesia tablets*
- *4-digit phone dialing, just like a site*
- *Any peripheral devices like EKGs, vitals and translation tablets*



## *HealthLinc Pandemic Response*

*HealthLinc was in the 2<sup>nd</sup> cohort to administer federal vaccines:*

- *Started giving federal vaccines in March 2021*
- *First in the state of Indiana to be selected*
- *Four populations specifically targeted:*
  - *Individuals experiencing homelessness*
  - *Public housing residents*
  - *Migrant/seasonal agricultural workers*
  - *Patients with limited English proficiency*



## *Clinic In A Bag*

### *Pandemic Response:*

- *Designed to be completely mobile*
- *Needed to be set up within 10 minutes*
- *Very little IT intervention*
- *Designed to use cellular technology*



## *Clinic In A Bag - Technology*

### *What's in the bag:*

- *CradlePoint E300 Modem with NetCloud Enterprise Branch*
- *CradlePoint LTE Advanced Pro Modem Upgrade*
- *Fortinet FortiGate 60F Firewall*
- *Avaya J179 - VoIP phone*
- *Pelican Protector Case 1600 with Pick 'N Pluck Foam – case*
- *Datacard ScanShell 800R Card Scanner*



# Clinic In A Bag - Technology



## *Clinic In A Bag - Purpose*

### *What can it handle?*

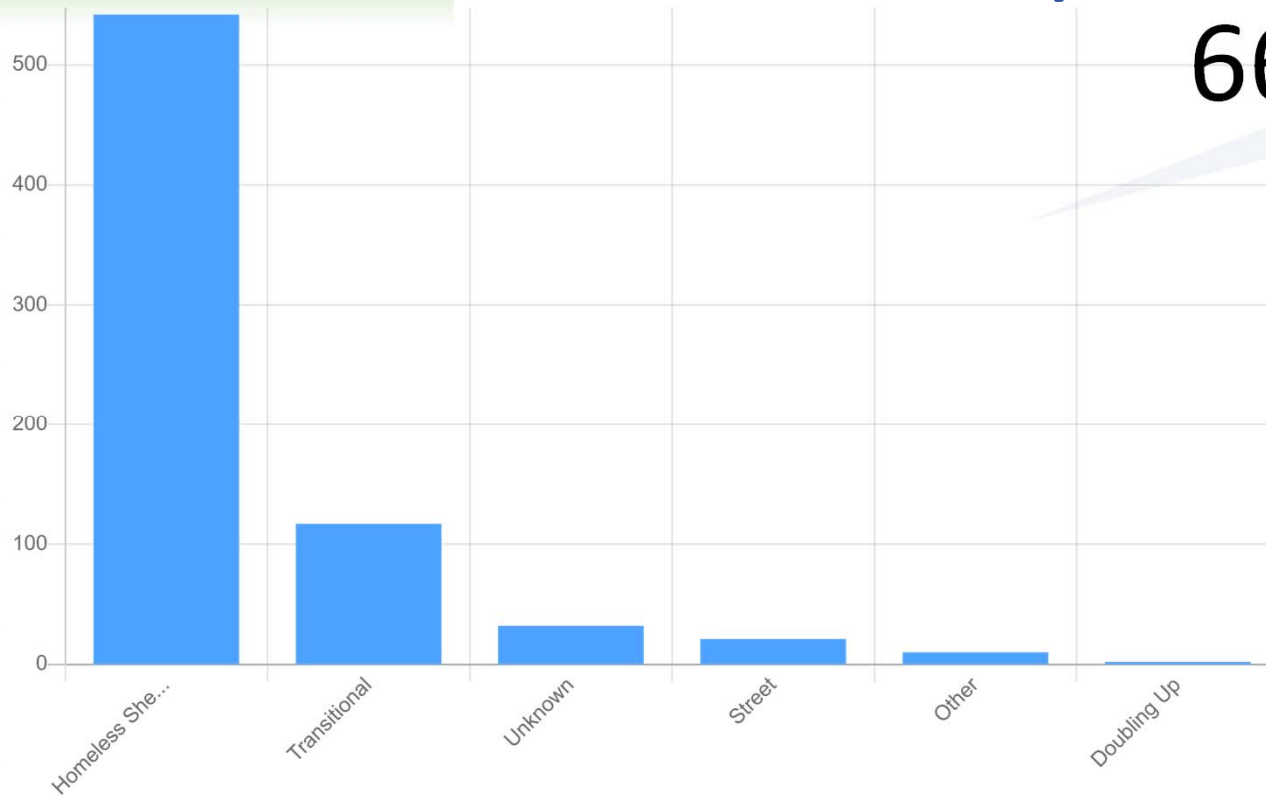
- *Meant to be used at a temporary / pop up location*
- *Can connect via cell connection, no network necessary*
- *4 units prepped to travel with GO teams*
- *Secure and mobile, operates like clinic anywhere*



# Outcome – Homeless Status

Partnered with Shelters, Health Department

661





## *Costs of the Units*

### *Clinic In A Box – Per Unit*

*\$6,240 total to start*

*\$1,200 recurring MSA Support*

### *Clinic In A Bag –*

*\$4,500 total to start*

*\$1,200 recurring MSA Support*



## *Costs of Downtime*

- *Cost per provider downtime per hour - \$850*
- *Average clinic down time per hour - \$6800*

*- This solution pays for itself at a larger clinic with two hours of downtime*



## *Outcome – Other Populations*

*Partnered with state and federal housing authorities and local health departments:*

- *Limited English Proficiency – 5,538*
- *Public Housing - 376*
- *Migrant Workers - 200*



MM1

# Outcome – Totals for 2021

## Over 55,000 Vaccines given

As of 9/24/2021





*Thank You!*

**Questions?**

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