**ICANotes**

Healthcare Information Case Study

**Dot Hill and ICANotes Streamline Patient Information for the Behavioral Healthcare Industry**

The great healthcare reform debate may have underscored the many benefits of electronic medical records (EMR), but ICANotes (the ICA stands for Intelligent Computer Assisted) has been spreading the gospel of digital patient records for more than eight years throughout the behavioral healthcare industry.

When practicing psychiatrist Ira Morganstern, M.D. founded ICANotes, the idea of using a computer to store a patient’s medical history was virtually unheard of. The only available non-paper options were generic applications created by software developers. These applications were simply too user-unfriendly and non-industry-specific for doctors to use routinely. Today ICANotes, headquartered in Annapolis, Md., is the most widely used electronic health software for psychiatrists and other mental health professionals, with more than 1.5 million “notes” created and counting.

Since ICANotes electronic health record (EHR) software is web-based, behavioral specialists can access a patient’s healthcare records any time from any computer with an Internet connection. With little or no typing required and no transcription expenses, records can be created and updated easily by authorized psychiatrists, social workers, psychologists, counselors, nurse practitioners, group therapists and other mental health and behavioral health clinicians in hospitals, clinics and private practices across the country.

ICANotes also serves as an invaluable aid for sub-specialists working with children and adolescents, substance abusers, eating disorders, and geropsychiatric patients. In addition to patient health information, ICANotes features self coding capabilities. For example, the highest permissible evaluation service code, including Medicare/Medicaid code, is automatically calculated. The self coding feature of ICANotes has been tested and confirmed 100 percent accurate by numerous surveys. This feature can significantly increase practitioner revenues and guard against paybacks and fines due to coding errors.

**Overview**

Fast growing company specializing in online access to patient information.

The ICANotes software system manages over 1.5 million customer “notes”

**Requirements**

- 24 hour access
- Drastically reduced backup window
- Scalable storage system
“Our software is more intuitive than other alternatives,” said David Fencik, director of IT, ICANotes. “Since ICANotes users spend less time writing and retrieving reports, they are able to see more patients and increase their quality of care, as well as take advantage of all the other benefits of electronic medical records.”

One of those benefits is the ability to track medications. With access to a patient’s full history of medications, physicians can be more proactive in prescribing the right prescriptions. If a physician is about to prescribe something that conflicts with the patient’s history, the software will flag the issue so the doctor can take the appropriate course of action.

Fencik notes it’s vital that ICANotes enables quick, confidential, reliable access to patient medical records and that this data be stored safely and backed up on a continuous basis. This is why in February of 2010, ICANotes installed a storage area network (SAN) based on Dot Hill 2330 storage arrays to cover all these bases.

“We had outgrown our direct-attach storage platform,” said Fencik. “We couldn’t do backups without creating down time; that was a major problem. Thousands of doctors rely on us to stay connected with their patients 24-hours-a-day, seven-days-a-week, so down time is just out of the question.”

Fencik was able to easily set up the Dot Hill iSCSI-based SAN in the company’s New Jersey-based data center to integrate with the ICANotes environment, which includes Dell 6-core PowerEdge servers running Windows Server and VMware vSphere. The SAN allows ICANotes software to run Microsoft Terminal Services for software delivery and to conduct backups of the FileMaker-based database using Dot Hill AssuredSnap™ snapshot software.

“Our Web-based approach to software delivery allows us to easily update our software package with new features and requirements,” said Fencik. “The Dot Hill SAN makes everything more highly available and greatly simplifies disaster recovery. Now we just perform a snapshot and we’ve got our backup. It’s pretty slick.”

“I could tell from the get-go that I was dealing with a very refined product in the Dot Hill 2330. The management utility is very polished and I like that the array uses green features such as super-capacitors instead of batteries,” said Fencik.

“We received a very personal level of care from our Dot Hill representative. He actually flew out to our site to check on our progress with the installation, which went smoothly with minimal downtime.”

Dave Fencik, IT Manager, ICANotes
Fencik says the Dot Hill SAN's three terabytes should suit their needs for the next four to five years, at which time the company may migrate to 10Gb Ethernet for greater throughput. From beginning to end, he has been extremely pleased with the Dot Hill transformation.

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With the benefits of electronic medical records becoming increasingly evident, business has been booming for ICANotes. While many industries struggle through tough economic times, ICANotes has been impervious to the effects, growing at a rate of 50 percent per year over the last two years. And with incentives from recent federal legislation for behavioral healthcare businesses to make the conversion from paper charts to digital records, it looks like the prognosis for future business growth is very good.

For more information on Dot Hill visit: www.dothill.com

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