



# Case Study



Dr. Michael Quinones  
www.drqmd.com

## Before Tier3MD...

**This new practice required a solid network infrastructure built from the ground up and ready to go with EMP/HER on opening day...**

- Dr. Quinones was opening a solo-practice on a campus where he was already well established. The practice had selected NextGen for its EMP/HER solution, and it needed to be installed, configured and ready to use on the first day of seeing patients.
- No network infrastructure was in place.
- The practice required unified network connectivity, remote access VPN, mobile and local telephone services.
- Dr. Quinones wanted the ability to access patient information remotely from his Apple Laptop, and retrieve email and scheduling information with his iPhone.

## After Tier3MD...

**A robust network was installed and ready to use on day one...**

- Windows Small Business Server was installed, providing domain authentication, security, file sharing, network printing, email, web and mobile services form a single platform. Network antivirus, SPAM filtering and backups were implemented.
- Windows Vista Business client workstations were installed throughout the office.
- An Integrated voice-data T-1 was selected for the main office, with an additional T-1 installed at the doctor's home, including a dedicated VPN secure anytime remote access.
- Tier3MD Helpdesk support portal access and remote machine monitoring were implemented.
- Tier3MD's engineers installed the hardware for the NextGen server, coordinating the installation of the EPM/HER software with NexGen.
- Tier3MD provided additional EPM/EMR training and workflow template development.
- Secure wireless access was installed on premises.
- Dr. Quinones' iPhone was configured to access his email, contacts and schedule.

"Tier3MD has brought a new level of efficiency to the practice. Downtime is practically non-existent, and our patients are winners in the end."

Amy Hoke  
Practice Manager  
Dr. Michael Quinones

### Customer Profile

- General Surgery
- 1 physician
- 9 employees
- NextGen EPM/EHR

### ROI

- Reduced downtime
- Flat monthly rate eliminated surprise break/fix PC repairs

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