

## Phoenix Endodontic Group Benefits Big with a Simple Secure VDI Environment

*The premier dental practice instated thin clients to create a secure VDI environment protecting patient files at an affordable cost for their small healthcare service. In the healthcare industry protecting patient data is the key and setting up a secure VDI environment with thin clients was the best, yet affordable solution*

### Customer Overview

The Phoenix Endodontics Group is a premier endodontic specialty dental practice started in 2001. It is a relatively small practice consisting of three endodontists and is located in Phoenix and the Paradise Valley areas in Arizona. The practice has approximately 15 employees.

### Challenge:

The Phoenix Endodontic Group had a mixed environment of Dell thin clients and traditional desktops. The devices connected to Citrix VDI environment with Windows 7 operating capabilities. The practice found that their current Dell thin clients were not properly redirecting USB image sensors to the patients' dental electronic medical records and needed a solution.

Additionally, the Phoenix Endodontic Group found inconsistencies and technical problems similar to the issues they were facing with their Dell thin client devices with their traditional desktop units located in their front desk and administrative areas. These errors often occurred with USB based devices, scanners, and cameras.

### Solution:

Facing the challenges above, the Phoenix Endodontic Group contacted a Devon IT integration partner in the Phoenix area, **Phoenix PC Networking**, who specializes in IT solutions for small and medium size companies.

Through **Phoenix PC Networking**, they purchased 10 Acer Veriton N2010G units running with DeTOS a Linux based thin client OS. They also re-imaged four of their Dell PC's using Devon IT's VDI Blaster software. The purchase of the 10 thin clients was used to solve the USB redirect challenge, and to allow the practice's USB image sensors to communicate wirelessly with electronic patient medical records. This communication enabled the staff to pull patient images, send snapshots of images in real time, and maintain the records.

The purchase of Devon IT's VDI Blaster software was then used to re-image four Dell PC's located in the front desk area and in other administrative locations. This would allow for more efficient and reliable use of the daily USB devices used by the staff, increase over all security when dealing with confidential patient records, and create a user friendly environment for all current and future incoming staff.

## **Results and Benefits**

### *Initial Results.*

The 10 new Acer Veriton thin clients and re-imaged Dell PCs with VDI Blaster proved to be a perfect and cost effective solution for this small-sized medical-service provider. The Acer Veriton N2010G with DeTOS eliminated the issue of USB redirect of patient information to their respective electronic medical records. The practitioners and other dental staff were able to successfully and wirelessly transmit patient information securely from medical devices to the patients' electronic medical records.

Additionally, the Phoenix Endodontic Group found that the original inconsistencies and technical problems with the four Dell desktop units were also eliminated thanks to re-imaging with Devon IT's VDI Blaster. The front desk and other administrative staff were able to use all USB devices with ease and securely handle sensitive patient documents with no additional training required.

The staff at Phoenix Endodontics benefited greatly from the simple VDI environment of the Acer thin clients that mirrors traditional PCs, which resulted in 0 time-lost due to staff training on the new devices.

## **Conclusion**

The Phoenix Endodontic Group offered a perfect opportunity to highlight the benefits of alternative desktop computing for a small medical service provider in the healthcare industry.

"The healthcare industry can be a tedious place for technology with all of the privacy regulations and continued demand for increase security of patient documents," said James T. Snodgrass, Phoenix PC Networking's assigned integrator for the Phoenix Endodontic Group transition. "The Acer Veriton N2010G units and VDI Blaster repurposed PC's gave our client the required technology updates that were sought when Phoenix Endodontics contacted us, and it also provided them with the increased security that is demanded in this industry."

The thin clients provided the system solution Phoenix Endodontic Group was looking for in a simple IT platform. In the healthcare industry protecting patient data is the key and setting up a secure VDI environment with thin clients was the best, yet affordable solution.