



New Customer Snapshot

# MedStar looks to assess and treat patients faster with Infor Cloverleaf Integration Suite



## Facts at a glance

**Products:** Infor Cloverleaf Integration Suite

**Industry:** Public Sector

**Country:** US

**Deployment option:** Cloud in a SaaS model

“Infor truly shares our vision for providing efficient, reliable, and cost-effective emergency medical services to the community.”

—Doug Hooten, Executive Director, MedStar

## About the organisation

MedStar is the exclusive emergency medical services (EMS) and mobile integrated healthcare (MIH) provider for Fort Worth and 14 other cities in North Texas. MedStar provides advanced life-support ambulance service to 421 square miles and more than 930,000 residents, and responds to over 125,000 calls per year with a fleet of 55 ambulances. MedStar is the industry leader in the transformation of traditional EMS into MIH services, operating numerous programs designed to improve patient outcomes and reduce healthcare system costs by reducing preventable 911 calls, emergency department visits, and hospital admissions. To learn more, visit [www.medstar911.org](http://www.medstar911.org).

## Business case

- Share information more efficiently and with fewer errors to help emergency clinicians quickly assess and treat patients, while maintaining HIPAA compliance.
- Integrate electronic patient care records (ePCRs) with electronic medical record (EMR) systems to achieve better visibility into patient's outcomes in the post-acute setting.
- Improve patient care by ensuring prescribed orders are followed and patients have access to medications and physicians in prescribed time frames.

## Why Infor?

- Infor® Cloverleaf Integration Suite in a software-as-a-service (SaaS) model that allows the organization to use the solution without the need for dedicated IT resources.
- Years of experience and a proven reputation as a provider of integration solutions for the healthcare industry.
- The ability to create new information channels between vast networks of clinicians inside and outside of hospital networks and accountable care organizations (ACOs).
- A way to convert, format, and deliver ePCRs to patients' EMRs to allow physicians to quickly access pertinent medical information of arriving patients.
- The ability to reduce the out-of-hospital documentation process and replicate existing information quickly from the EMR system.
- Integration of ePCR data with EMR data using Infor Cloverleaf to help advance the long-term objective of achieving better visibility into patient outcomes in the post-acute setting.

“With Infor Cloverleaf, we're now able to quickly and accurately convey patient information to and from physicians and other care providers as we all coordinate care for our patients in and out of the hospital. This not only creates the potential for boosting the efficiency of the medical treatment and help save lives, but also adds value for MedStar's healthcare partners as we help lead the transformation to 'EMS version 2.0'.”

—Doug Hooten, MedStar

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INF-1475747-EN-US-1215-2