



## GALEN MEDICAL GROUP

QwickAccess 



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Derek Spraker, Director of IT  
Galen Medical Group

Galen Medical Group of Chattanooga, Tennessee is a multi-specialty group practice that was founded in 1992. Today, Galen has 15 locations and is on the cutting-edge of the healthcare industry, with a strong focus on meeting the rapidly changing healthcare needs of the community through quality and cost efficient medical care, coordination of healthcare services, community health plans, and excellence in teaching.

### THE CHALLENGE

Time is one of the most precious resources for healthcare professionals. However, repeatedly entering login credentials throughout their shifts was frustrating and slowing down staff at Galen Medical Group. After analyzing the amount of time practitioners spent manually entering usernames and passwords to access their unique desktop sessions, Galen determined hours of productivity were lost each day among physicians and staff. Not only that, but these productivity losses were resulting in substantial amounts of lost revenue each year.

### SOLUTION

Galen decided to deploy HealthCast QwickAccess, a secure proximity badge access solution, at all of their multi-specialty practice locations, enabling physicians and other staff members to quickly and securely log in and out of their unique Windows 7 sessions.

Now, to access their sessions, users simply tap their badges on the RFID reader connected directly to the workstation, eliminating the need to re-enter passwords multiple times per day after initial login. Users can even access their sessions over another clinician's active session. QwickAccess' unique "tap over" functionality allows a new user to override an active session that's been inadvertently left open, while simultaneously securing the previous user's session for access at a later time. When finished, another tap of the badge securely ends the user's session.



## RESULTS

“QwickAccess has received tremendous feedback from our users across all of our locations,” says Derek Spraker, Galen’s Director of IT. With QwickAccess in place, physicians, nurses, and other staff at Galen Medical Group can now instantly log in and log out of desktops, securing patient data and other confidential information with the tap of a badge.

“We’ve increased user satisfaction by eliminating the frustration associated with manually entering passwords numerous times per day,” states Spraker.

Furthermore, by eliminating redundant, manual steps, QwickAccess has also reduced log in issues, while strengthening compliance and security. Spraker explains: “We’ve also reduced helpdesk calls because users aren’t locking themselves out of the machines, and the badge tapping workflow helps promote employee adherence to HIPPA regulations.”

By automating and simplifying access to unique user sessions, QwickAccess has enabled Galen’s physicians and nurses to work more efficiently and provide the highest quality of care—which is particularly needed in multi-specialty environments that emphasize excellence in service.



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