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Latest Software-as-a-Service Upgrades Focus on Inter-Physician Communication

By John Otrompke

Until this year [Jewish Hospital](#) in Cincinnati was only one of many American institutions hampered by the incompatibility of healthcare-IT systems and the inefficiency of administrative software. "We were just using Palm Pilots, and to make our schedules, the five surgeons had to physically carry the device back to the office and hot sync the data with a physical cradle," says Elliott Fegelman, M.D., chief of surgery at the institution, which specializes in general and minimally invasive surgery.

The problem was more than a mere inconvenience, says Fegelman. "Some of the surgeons tend to get to the office less often than others, and our schedules changed frequently enough that after 48 hours you didn't know where you're supposed to be," he says.

That all changed with the New Year, as the office adopted the use of a subscription-based product called StreetSmart from [InfoStreet](#). The latest rollout, StreetSmart 7.0, just announced this year, offers document repository functions, private labeling to reinforce image branding, and enhanced address book and calendar functionality. "But e-mail connections with the staff, as well as the calendar function, are what we primarily use it for," says Fegelman.

Adopting the new product did not render the PDAs anachronistic, he says. "StreetSmart will interface with Palm Pilots, which some of us like to continue to use, since they are Wi-Fi connected to patient data and the formulary in the hospital," Fegelman says.

StreetSmart's components are available together or individually, and the charge is only \$8 per user per month, he says. Version 7.0's Share Mail and Shared Calendar features allow users to grant permission to others to view or edit events in their calendar or e-mail, easing the administrative burden on the surgeons.

"Each surgeon has a medical assistant who needs to be able to communicate with us, and know everything the surgeons does, to keep track of the scheduling changes in real time." Fegelman also praised the system's reminder function. "I can set it up weeks, months, or years in advance, and the reminder comes in on my cell phone," Fegelman says.



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InfoStreet also recently completed an intranet installation for a small cardiology group, [Cardiology Consultants Medical Group](#), in the San Fernando Valley, with 20 physicians and six office staff. Physicians can log in from any browser, or from their PDA, and get an up-to-date schedule, according to InfoStreet.



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