Since 1992, Georgetown’s KIDS Mobile Medical Clinic/Ronald McDonald Care Mobile has provided a medical home to children who have trouble accessing quality health services in Washington, DC’s most underserved and at-risk communities. Using a fully equipped 40-foot mobile clinic, Georgetown makes weekly stops at five public housing communities and two public high schools. Health-care services include well-patient checkups, immunizations, ophthalmology exams, sick visits, chronic illness management, a 24/7 on-call pediatrician and referrals to specialists—all at no cost to the patients. The clinic also provides children with a variety of adolescent services and coordinated care for mental health and social services.

**CHALLENGES**

Georgetown was doing what many thought would be impossible—providing state-of-the-art medical care from a mobile clinic in at-risk neighborhoods. While the clinic vehicle looked small from the outside, patients could walk in, register, get their vital signs checked and then be seen in an examination room where doctors and staff had access to most of the same amenities as a traditional health-care clinic.

With multiple sites to visit, a limited budget and a large patient volume, Georgetown knew it needed to streamline processes to be successful. It needed to work more efficiently and quickly so patients could spend less time in the waiting area and more time getting the medical attention they needed.

The clinic also needed a system that would allow caregivers to manage large amounts of data, such as confidential patient records and immunization histories. This data had to be secure and easily accessible to staff in all the various neighborhoods and locations the mobile clinic visited.

“Over the first 12 years of our operation, we had to either bring the chart out with us to these sites or we would have to call our billing receptionist in the hospital and have them fax over the most recent visit slip,” says Dr. Matthew Levy, medical director of community pediatrics and the KIDS Mobile Medical Clinic/Ronald McDonald Care Mobile. “Sometimes our fax line worked and sometimes it didn’t. We had to read things over the phone. It was really a nightmare.”

Levy knew that to reach more underserved families and provide them with better services, an electronic health record was crucial. He also knew that a secure wireless system would allow clinic staff to access hospital systems and sync with scheduling and billing. For this process to work, however, the system would have to be able to integrate with the hospital’s existing Centricity® system, which housed all of Georgetown’s electronic health records, charts and data.

**GEORGETOWN UNIVERSITY HOSPITAL’S KIDS MOBILE MEDICAL CLINIC/RONALD MCDONALD CARE MOBILE**

Established a secure, remote connection to patient records, allowing more individuals to be served in an organized, timely manner.
**CASE SUMMARY**

**GEORGETOWN’S KIDS MOBILE MEDICAL CLINIC/RONALD MCDONALD CARE MOBILE**

www.georgetownuniversityhospital.org

**COMPANY DESCRIPTION:**
In 1992, Georgetown University Hospital created the KIDS Mobile Medical Clinic/Ronald McDonald Care Mobile to provide health-care services to underserved children in the Washington, DC, area. Using a fully staffed 40-foot mobile clinic, it makes weekly visits to five public housing communities, two public high schools and the D.C. Village Emergency Family Shelter. The mobile clinic serves approximately 2,200 patients a year.

**CHALLENGES:**
+ Enable secure wireless access to patient medical records and other resources from remote locations.
+ Streamline record retrieval and management, improving efficiency, organization, clarity and speed.
+ Examine more patients in less time, with more accuracy and care.

**SOLUTION:**
+ Verizon Wireless Mobile Broadband service in the mobile clinic, with antennas at each remote location for better connectivity.

**SOLUTIONS**

Because Georgetown already relied on Verizon Wireless technology for mobile phone and handheld connectivity, Levy approached the provider about a mobile solution for the clinic.

“After learning what Verizon Wireless could do for us, they found us a partner who installed an antenna at each work site on the roof, ensuring our connectivity,” Levy says. “Now the system allows us to send information to each other in a team approach and we use it as a communication tool, as well as a recording tool.”

With Mobile Broadband wireless service from Verizon Wireless, clinic health-care providers and staff now have the wireless high-speed Internet connectivity they needed to upload and download electronic medical records, sync existing knowledge bases and access other online databases and services.

Clinic staff can receive real-time information by sending a flagged message to hospital colleagues about a patient’s case. If a referral needs to be made to a specialist, or a series of tests ordered, it can be done instantly—and staff can even include all necessary documentation.

Levy adds that using Mobile Broadband technology with his smartphone gives him added freedom to access email and manage his schedule from wherever he is working.

**RESULTS**

The wireless Internet capability provided by Verizon Wireless Mobile Broadband service gives the Georgetown mobile clinic fast, secure, remote access to a patient’s entire medical record, as well as the ability to view and update records in real time.

The clinic can also access other online resources, like the DC Immunization Registry, which is part of the Vaccine for Children Program, to see if a child has received the required immunizations for school or daycare centers. Levy says that having access to this information onsite significantly reduces patient wait times and helps his teams treat more patients.

“We are one of the first in the area to connect a patient’s electronic record to a public immunization registry,” Levy says. “With Verizon Wireless … we simply created a link, and now we instantly push the immunization information from our system into their system directly.” Information is automatically populated, eliminating the need for staff to send files back and forth manually.

The mobile clinic can now also run reports more efficiently, giving clinic staff a clear, timely view of how many patients they have and their exact medical history. Levy says this ability to know everything about a patient at a glance and do instantaneous cross-checks helps staff know they are providing patients with a better quality of health care.

“Verizon Wireless has helped us become much better at communicating with each other,” Levy says. “We’ve been able to focus on the practice of medicine, as opposed to the logistics. Now we can access the whole patient record right up front and address all the issues, because they’re better organized. It allows us to be more thorough.”

Levy adds that he feels confident knowing that despite the complexity of the mobile clinic’s connectivity needs, he can rely on Verizon Wireless. He compares his relationship with Verizon Wireless to the doctor/patient relationship he personally nurtures every day. “In any business, technological connectivity can help to improve the personal connectivity. In our business, it helps us improve our ability to serve our patients,” Levy says. “Just like we need to have a good relationship with our patients, we need that same great relationship with our technology provider. Verizon Wireless has stood behind its product and helped us maximize our abilities to do our jobs better.”
RESULTS:
+ The clinic increases overall productivity, allowing staff to take care of more patients in less time with greater accuracy and confidence.
+ Clinicians now have remote, secure access to all patient records, histories and hospital information, at all their remote stops.
+ Staff can better track immunizations and electronically sync data with the regional immunization database.
+ Report creation is more efficient, giving staff an organized, clear view of a patient’s experience and history during a visit.

THE NETWORK MATTERS.
That’s why the Georgetown KIDS Mobile Medical Clinic/Ronald McDonald Care Mobile has chosen to make its services available on Verizon Wireless, the largest high-speed wireless network in America.

CHOOSE THE BEST NETWORK
The service is one part of the equation for helping your business. A widely available, stable wireless network is the other. That’s why it makes sense to choose Verizon Wireless.

Of course, it also helps that you get:
+ Simple online account management.
+ Secure data transmission.
+ World-class technical support.
+ Highly responsive customer support.
+ Discounts that increase as your business grows.

Mobile Broadband is available to more than 285 million people in 264 major metropolitan areas and 269 primary airports in the United States.