

How HOCS Transformed Inmate Medical Services with **YesCare**

Organization: YesCare

Location: Alabama Department of Corrections (ADOC) | Montgomery, AL

Industry: Correctional Healthcare

Services Offered: Physical Healthcare, Behavioral Health and Reentry

Custom IT Solutions Tailored to the Healthcare Industry

Smart Technology That Supports People and Their Business Goals

Challenge

The Alabama Department of Corrections (ADOC) medical staff was struggling to provide quality healthcare with outdated technology. Between inadequate workstations and slow networks, productivity was slowed and patient care suffered. The ADOC then selected YesCare as their new medical services provider and took on the challenge of transitioning 29 high-security correctional facilities across the state.



With HOCS Consulting leading the way, the project was a big success. The HOCS team provided timely, ongoing support during the project's duration and well after it was completed.

Michael Middleton
CIO at YesCare

Solution

The HOCS team consisted of technical, procurement, project management, security and logistics experts. They developed a solution to implement a single-day rollout to deploy, upgrade and secure the environments. This plan introduced new tools and technologies in addition to modernizing existing equipment and infrastructure while remaining HIPAA compliant. Enhancements included a consolidated system for patient scheduling capable of transitioning to a full EHR, expanded reporting capabilities and data analytics and broad telehealth capabilities. This solution exceeded the requirements and expectations of YesCare and the ADOC.

Results

The single-day deployment enabled staff to transition quickly and effectively, and today YesCare is witnessing spikes in productivity due to HOCS Consulting's deployment and continued support.



Modernization

Access to new technologies with expanded telehealth and reporting capabilities ease the workload for overburdened staff.



Better Quality of Care

Enhanced communication technologies facilitate coordination and support for patient care.



Increased Efficiencies

Digital file management, fast internet connections and secure mobile devices save time and enable whenever, wherever productivity.



Improved Staff Training

Cloud-based tools provide virtual and in-person training opportunities.

Specialized IT Solutions and Always-Available Support with HOCS Consulting

HOCS Consulting's discovery and planning processes, understanding of business and technical requirements, deployment capabilities, and extensive IT and healthcare experience enables companies like YesCare to experience modern and reliable technology that supports their businesses. Reach out to HOCS Consulting when you're ready for technology that works for you.

HOCS Consulting Is Known for:

- Expert technicians
- Custom, full-service, end-to-end IT solutions
- Increased focus on cybersecurity
- Maximizing IT ROI
- Unparalleled customer service
- Elite IT services including managed IT, cybersecurity, data access control, cloud, compliance, consultancy and business continuity



This was a massive project encompassing 29 locations with internet, networking and end-user equipment coordinated between ADOC and YesCare. Even so, we experienced little disruption to operations due to the single-day rollout.

Michael Middleton
CIO at YesCare

HOCS Consulting is a full-service managed service provider serving organizations throughout the United States. Since 1991, we have been providing innovative, personalized solutions in managed IT, cybersecurity, cloud and more. HOCS Consulting is best known for its reputation for excellence, integrity and always making the right decisions for our clients.

