

CASE STUDY

UNITED PHYSICIANS: IMPROVING HEALTHCARE EFFICIENCY WITH LIFERAY PORTAL



Rivet Logic's migration of a physician portal to Liferay in the cloud helps United Physicians deliver high-quality, patient-centered care while reducing cost.

The integrated physician management platform has significantly increased productivity for UP's physician community, providing streamlined access to patient information along with an enhanced experience for both physicians and their patients.

At a Glance

ORGANIZATION

United Physicians

INDUSTRY

Healthcare

USE CASE

Portal, Migration, Managed Services

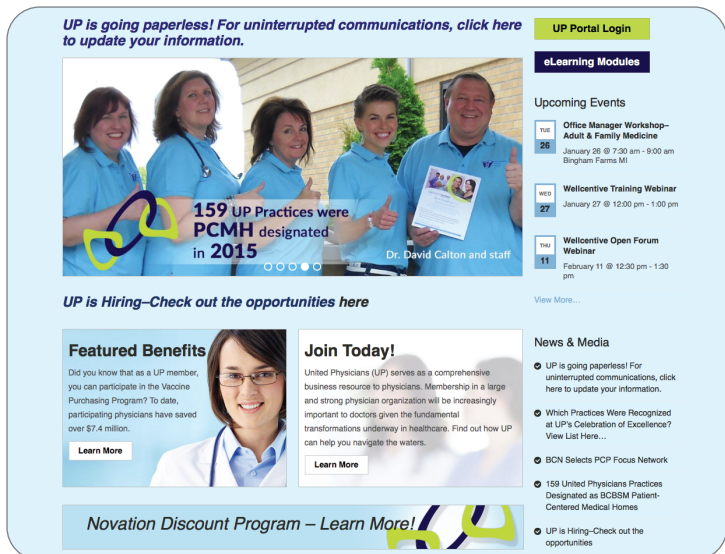
ORGANIZATION

United Physicians, Inc. (UP) is one of Michigan's largest physician organizations, representing more than 2,000 physicians with medical staff privileges at hospitals throughout Southeast Michigan. UP's mission is to deliver a healthcare system of excellence to its community through a coordinated, efficient and integrated network of physicians. UP's suite of services includes Administrative Support, Health Plan Initiatives and Programs, Medical Management, Reporting, Practice Level Support, and Health Information Technology Support.

CHALLENGE

As a comprehensive business resource provider to its physician clients, United Physicians provides a variety of support services for improving efficiency so physicians can focus on practicing medicine and taking care of their patients. Participating members can access UP's services through an online physician portal, where they can access targeted clinical applications, tools, and other assets that enable improved quality and effectiveness of care provided to their patients.

However, UP's existing solution utilized proprietary legacy technology that was not only costly to maintain, but also lacked sufficient support and granted UP no control over its own solution. UP decided it was necessary to migrate its physician portal to a new platform, one that could meet its existing requirements while granting them free control, all at a reduced cost.



SOLUTION

UP selected Liferay Portal for its flexible platform, knowing Liferay could support a smooth migration of all existing functionality while allowing room for future enhancements. With a demanding timeline to meet, UP partnered with Rivet Logic to perform the migration and implementation. Rivet Logic's deep expertise with Liferay helped UP develop a migration plan using a phased approach that ensured a smooth transition for its member community.

Liferay's rich of out-of-the-box features drastically reduced the amount of custom development required. For example, Liferay's identity management capabilities provides each physician organization and its associated physicians personalized access to relevant content and services at both

the organization and user level. In addition, all migrated content is managed securely through Liferay's document library, allowing users secure access to only what they have permissions for.

UP's physician portal also integrates with a number of third party services and applications, including physician finder, patient search, population health management, and care coordination. Leveraging Liferay's Single Sign On (SSO) capability, Rivet Logic architected a solution that creates a seamless login experience for the users.

RESULTS

Since the migration of its physician portal to Liferay, UP has experienced significant cost savings along with the support and control they desired. Due to a lack of in-house expertise, UP opted to deploy its solution in the cloud on Amazon Web Services (AWS), managed by Rivet Logic. With AWS's best-in-class data encryption, UP can rest assured that its sensitive patient data is stored securely in the cloud. Rivet Logic's managed services also provides UP with the high-quality support they need at a significant cost savings, allowing UP to add additional enhancements to the solution as needed.

In addition, the integrated physician management platform has significantly increased productivity for UP's physician community, providing streamlined access to patient information along with an enhanced experience for both physicians and their patients.