



May 17, 2011

It is with enthusiastic support that I offer a statement of reference for **Information Systems Division, Inc. (ISD)**.

### **About At Home Care (AHC)**

Founded in 1987, AHC is a healthcare partnership of the Bassett Medical Center and the AO Fox Memorial Hospital. Considered an early adopter of innovative healthcare information systems, AHC's spectrum of comprehensive in-home health care services include professional nursing, physical therapy, health aide services and a range of other in-home programs – all heavily supported by technology. Operating in a predominantly rural region that encompasses four Counties, AHC clinicians rely on the availability of real-time and accurate clinical information to support high quality, responsive and efficient delivery of health care.

### **Information Systems Division, Inc. (ISD)**

To enable AHC to focus on its' core business, or the provision of high quality in home patient care, high quality and responsive technical support is critical.

Since 1999 AHC has engaged ISD in a formalized plan to effectively outsource our specialty IT needs. Formalization of an AHC-ISD business partnership recognizes the qualities that ISD offers and that are critical to the success of our programs:

- **Responsiveness:** AHC clinicians are geographically spread across 4-rural counties of NYS. To effectively and efficiently provide in-home patient care, our clinicians heavily rely on an ability to remotely access critical patient information. This information is available only if the information system is operating/ configured properly and the hardware is of high quality. ISD has enabled our clinicians to do what they do best, or focus on the delivery of in home patient care with ready-access to vital patient information.
- **Expertise:** Operating in a rural environment, we recognize that a finite number of individuals or businesses possess expert IT knowledge. Ron Ranc, President of ISD, has assisted us to select effective and innovative technologies to effectively support our operation. As we assess the next generation of software and capabilities – a significant investment – with Ron Ranc at our side, we are confident that our selection will be most appropriate to support the current and future need of our organization ... and, most importantly, to meet the need of the patients served by AHC.
- **Innovation:** Unless a family member or loved one have directly experienced home health care, to the general public the comprehensive range of clinical services provided in the home is often a surprise. In 2011 Willie Guest and Jacob Cruz of ISD approached AHC to modernize our website – or, design of an effective method to reach our communities to inform of the important healthcare services offered in the comfort and security of one's own home. With minimal support from AHC

staff, they “took the ball and ran” to develop a professional, accurate and detailed representation of our programs: <http://www.ahcnys.org>

- **Honesty, Integrity & Reliability:** R. Ranc and his staff maintain a professional demeanor and consistently demonstrate these essential qualities. 24/7 service, responsiveness and follow-through is unmatched.

During the most challenging of times, the AHC-ISD partnership enables our organization to effectively support the requirements to operate a progressive, efficient and technology-driven healthcare organization. As an IT business, ISD and its’ employees have my highest recommendation.

*Laurie Neander CEO, At Home Care, Inc.*

Laurie Neander CEO

**Bassett Healthcare Network: At Home Care, Inc.**

Phone: 607-432-7924 (101) Fax: 607-432-5836

[laurieneander@ahcnys.org](mailto:laurieneander@ahcnys.org)

<http://www.ahcnys.org>