Five healthcare organizations promote better quality of care, better quality of life with Citrix XenApp and XenDesktop
Citrix virtualization technology is a clear choice for healthcare organizations embracing mobile workstyles and cloud services to enable real-time access for mobile clinicians, operational efficiency and patient-centered healthcare—all while ensuring the privacy of PHI and other sensitive data.

Citrix XenApp and XenDesktop transform healthcare IT with simple, HIPAA-compliant solutions that give clinicians and staff real-time access to critical Windows, mobile, web and SaaS applications. XenApp and XenDesktop allow hospitals and health systems to:

- Improve clinician productivity and patient interaction and care by delivering seamless access to clinical information
- Streamline IT operations, support mobile health trends and simplify protection of PHI and sensitive information
- Provide secure application access across devices, locations and networks with full encryption, authentication and logging
XenApp and XenDesktop centralize the management and delivery of legacy custom apps, Windows apps such as EHR and CPOE, graphical apps such as PACS imaging and clinical or office desktops. Apps and associated data remain in the datacenter, where they are accessed using granular, policy-based user authentication. Real-time network and performance optimization technologies ensure a high-definition experience regardless of location, device or network connection.

With Citrix app and desktop virtualization, clinicians get real-time access to complete resources from any device within a hospital, medical center or healthcare system or from remote locations. Seamless roaming across locations, devices and networks ensures optimal convenience and productivity. Administrative and business personnel can securely access their apps and data from remote locations for greater flexibility, mobility and responsiveness. IT can simplify operations and secure PHI by centrally managing, patching and updating desktop images and apps in the datacenter.

To support compliance and ensure patient privacy and data protection, the inherent security of virtualization, including centralization of desktop and application processing behind the firewall, is complemented with important features. These include standards-based encryption, secure remote access with advanced access control, password expiry management, enhanced event logging, multi-factor authentication and web application firewall.

The following five healthcare organizations use XenApp and XenDesktop to put the power of healthcare IT transformation to work.
Citrix desktop and application delivery is allowing our IT operations to accelerate and standardize the end user computing environment. This paradigm shift is transforming our support team from dealing with hardware/OS issues to giving better clinical application support to our physicians and employees.

Nick Volosin
ISS Director of Technical Services
Kaweah Delta Health Care District

Kaweah Delta Health Care District uses XenDesktop to help doctors

Located in central California, Kaweah Delta Health Care District (KD) includes facilities for acute care, rehabilitation, mental health, long-term care, medical fitness, urgent care and outpatient therapy. The hospital system embraces emerging technologies to help provide its community with services that rival even those of major hospitals, from a well-respected pediatric program to nationally recognized cardiac and cancer programs.

The challenge: providing access to clinical apps via any device doctors choose

KD understands that the best patient outcomes result from timely, well-informed decisions. “Our primary focus is on what we call the ‘six rights’: getting the right information to the right person, at the right place, at the right time, in the right format, to ensure the right value,” said Dave Gravender, KD’s CIO. As a new generation of mobile devices began to emerge, the hospital’s IT department recognized the opportunity to help its doctors achieve new levels of responsiveness by putting complete patient data and clinical applications in their hands literally anywhere they go, at any time.

KD already used Citrix virtualization technology to provide secure, remote access to some clinical systems from any thin client, desktop or laptop computer. But extending this capability to mobile devices posed new challenges. KD’s 280 physicians work as independent contractors, prohibited by law from using hardware provided by the hospital. With no way to standardize the devices its doctors carried, KD’s IT staff faced the prospect of developing a separate remote access tool for every mobile platform they happened to use.

Delivering secure virtual desktops to any device, anywhere

Instead of pushing back against the proliferation of mobile devices, KD embraced it and created a new infrastructure to support it. Spurred by the introduction of the Apple iPad tablet, whose larger screen offered even greater utility for medical applications, the hospital used Citrix virtualization software to create “MyKD,” a complete virtual desktop that can be delivered to any type of computer, mobile or otherwise, from PCs to thin clients to tablets and smartphones. “From a bring-your-own perspective, we’re very open to the kind of device a physician wants to...
use to access our systems,” Gravender noted. “As long as it has the Citrix Receiver client loaded on it, we’ll allow it.” Doctors simply log into the MyKD desktop to access all of the hospital’s clinical systems, including the Siemens Soarian electronic medical record system, labor and delivery monitoring systems, X-rays, EKGs and other real-time data. Nurses, pharmacists and other employees no longer have to wait their turn for fixed desktops or “computers on wheels” with varying levels of performance. Dietitians and service hosts even use iPad tablets to access MyKD and discuss meal options with patients and take their orders.

Making fully informed medical decisions faster

The MyKD initiative has made it possible for doctors to keep tabs on their patients, respond to their needs, make fully informed decisions and relay instructions to hospital personnel at any time, from any location: home, office, grocery store, even a highway rest stop. Inside the hospital, doctors can carry their iPad tablet on their rounds and use it to share information with patients. One physician remarked that during a “Code Blue” emergency, he was able to use MyKD to access the patient’s history and physical information, improving his knowledge of the patient’s condition. Said Gravender, “The sooner we figure out what’s wrong with the patient, the faster we can fix it and get them back to a normal life. Citrix makes it easy for us to connect the new generation of mobile technology to our environment to help doctors make the right decisions, faster.”

Better work-life balance

“From a lifestyle perspective, it makes a big difference for doctors to be able to finish their documentation and sign off on charts when they’re home with their families instead of working late at the hospital,” said Gravender. A better work-life balance helps them stay at the peak of their capabilities and helps KD retain skilled, in-demand medical professionals.

Streamlined regulatory compliance

While many healthcare organizations have struggled to implement electronic health records while maintaining patient confidentiality in accordance with HIPAA, XenDesktop helps KD provide instant access to these records while ensuring full confidentiality. “Because XenDesktop is a virtual desktop solution and runs in the datacenter, there’s no patient data being stored on the device,” explained Gravender. “Citrix provides HIPAA-compliant, secure connectivity that’s perfect for the healthcare environment.”

Accelerated implementation through single-image management

XenDesktop has made it easier for KD to implement systems of all kinds throughout the organization. The hospital recently took advantage of Citrix single-image management to roll out a bar-coded medication administration project to aid patient safety by verifying the “five rights of medication management”: right patient, right drug, right dose, right route and right time. With no need to configure individual workstations, the IT team deployed the Siemens Med Administration Check (MAK) system quickly in more than 300 patient rooms.
“Citrix desktop and application delivery is allowing our IT operations to accelerate and standardize the user computing environment. This paradigm shift is transforming our support team from dealing with hardware/OS issues to giving better clinical application support to our physicians and employees,” said Nick Volosin, ISS director of technical services.

**Extending virtual desktops throughout the organization**

Continuing to push the leading edge of healthcare IT, KD is now using XenDesktop to extend its virtual desktop infrastructure environment to the remaining 20 percent of its traditional, distributed desktops in departments such as patient access/accounting, medical records, accounts payable and HR. XenDesktop will make it possible to provide these users with a standardized virtualized Windows 7 desktop that is easily maintained and updated, improving user flexibility and mobility while reducing costs compared with continuing to support and maintain hundreds of workstations. Throughout the organization, KD’s Citrix desktop virtualization solution helps people capture, share, and use information more quickly and efficiently to deliver truly world-class quality of care.
With the delivery to and use of our medical imaging apps to their own devices, our cardiologists can take advantage of all of these capabilities from home. It’s a great timesaver and lifestyle improvement for the physicians, but more importantly a lifesaver for the patients.

Kevin Murphy
IT Director of Infrastructure
Hennepin County Medical Center

**Hennepin County Medical Center leverages XenApp and XenDesktop to improve patient care**

Hennepin County Medical Center (HCMC) is Minnesota’s premier, Level 1 Adult Trauma Center and Level 1 Pediatric Trauma Center. It is also considered a safety net hospital, providing care for the uninsured and low-income populations. A major employer and economic engine in Hennepin County, HCMC supports a main hospital in downtown Minneapolis and more than 20 remote primary care and retail clinics.

Every year, for more than a decade, U.S. News & World Report has named HCMC one of America’s Best Hospitals and its doctors rank among the top in the country. It is therefore no surprise that the IT department embraces innovation and excellence. At the same time, because the hospital is nonprofit, careful financial stewardship is a priority. This places a premium on efficiency even as it supports more than 4,000 users on nonstandard and often outdated equipment.

**The challenge: meeting increasingly demanding healthcare and user requirements with limited resources**

HCMC faced a major IT challenge in 2007 with the passage of the Physician Quality Reporting Initiative (PQRI), which requires the establishment of a quality health records reporting system. HCMC took the first step toward the PQRI compliance by choosing Epic, a comprehensive and integrated EHR and information solution. On the heels of this EHR mandate, they also faced the necessity for extensive data protection required by HIPAA.

The IT group understood that desktop virtualization offered a way to standardize the computing environment. A Citrix desktop virtualization solution would offer employees and clinicians the ability to use any device, anywhere. In addition, it would centralize desktop application management, thereby increasing IT efficiency as well as ensuring the end-to-end security necessary to meet HIPAA requirements.

**Meeting the needs of front-line healthcare providers**

The virtualization solution caught on very quickly at HCMC. According to Mark Lackner, systems analyst, “It all started with the physicians who were using the EHR software, but once the word of the virtual desktop got out to other practices, they all started leveraging it—it went viral.
“There are a lot of images such as X-rays and scans in the Epic software. Citrix XenDesktop powers delivery of high-definition images and supports full functionality.”

Doctors and technicians in the cardiac catheterization (cath) and echocardiogram labs in particular wanted the ability to view full-fidelity videos of procedures to determine whether the cath lab needed to be activated for an emergency procedure. “Because of the Citrix technology, which delivers such a high-quality multimedia experience, they can and do,” said Lackner, referring to Citrix HDX technology that enables a high-definition, high-fidelity user experience and empowers delivery of crystal-clear voice, video and multimedia to any device, over any network.

Cardiologists using XenDesktop from home were able to quickly access their virtual desktops and view the patient’s complete cardiac history with full-fidelity images. “Then all the cardiologists, even in the emergency room, began using their virtual desktops to access all cardiac, cath, echo and EKG data,” said Kevin Murphy, IT director of infrastructure. “With the delivery of high-definition images to their own devices, our cardiologists can take advantage of all of these capabilities from home.” They can provide life-saving diagnosis and accurate billing of EKGs from any location. “It’s a great timesaver and lifestyle change for the physicians, but more importantly a lifesaver for the patients.”

When the radiologists heard about the cardiologists, they took the initiative to download Citrix Receiver from the Apple App Store. This was something the IT department had been considering. Murphy said, “We’re a teaching hospital, so we have a constant influx of new users. The ability of the radiologists to resolve this on their own took some of the planning and support burden off of the IT department. But in reality, it doesn’t take long to get new doctors up and running. You can quickly provision 10 users with 10 instances of XenDesktop. In literally five minutes they’re ready to go.”

“We also use Citrix Provisioning Services, another component of XenDesktop, to centrally manage our desktop images and stream them on demand to create new virtual desktops. We are able to easily stream to hundreds of virtual desktops if needed. The care providers all love it,” said Murphy.

**BYOD solution increases adoption rate**

The IT team’s focus from the beginning was supporting the most critical needs of its front-line healthcare providers. “We’ve tried to approach things from the perspective of physician workflow,” said Lackner. “We want to know what IT services our users need, where and when.”

One of those needs was for transcription software. Care providers were required to walk around with scribes to whom they dictated information. HCMC built a virtual desktop image to deliver Windows 7 and installed Dragon voice-recognition software directly on it. “Now, physicians can dictate directly into Dragon,” said Murphy. “There’s no need for a transcriber, so there are significant savings there.”

In addition to enabling mobility, the Citrix solution has made it possible to offer doctors a choice of the devices. Lackner said, “We found most of the doctors use smartphones and tablets. So we use Citrix Receiver with XenDesktop to deliver high-performance desktops, apps and enterprise data to any computing device.”
“We have enabled the secure use of anyone’s devices—doctors, lab technicians, executive personnel—from anywhere,” said Murphy. “The marriage of components with XenDesktop made their workflow and therefore their acceptance of an EMR solution much easier. It’s been a tremendous success.”

The use of the Citrix mobility solution also garnered HCMC an award by the nonprofit Healthcare Information and Management Systems Society (HIMSS). Out of 5,300 hospitals, HCMC gained Stage 6 certification in the EMR Adoption Model for the best use of information technology and management systems. “HIMSS considered us to be IT pioneers for our mobile healthcare solution,” said Lackner.

HCMC has received significant funding based on the use of its Citrix virtualization solution, enabling them to attest for Stage 1 “meaningful use,” awarded through the Health Information Technology for Economic and Clinical Health (HITECH) Act. This 2009 stimulus legislation supports bonus incentives to hospitals and physicians who demonstrate meaningful use of electronic medical records, which includes capabilities such as e-prescribing, chart sharing and quality-of-care measurements. According to Murphy, the Citrix solution not only helped them gain funding, but also reduced the need to acquire expensive equipment.

**What’s next? Pushing the boundaries of desktop virtualization**

The resounding success and enthusiastic embrace of the Citrix mobility solution has energized HCMC’s IT department. They’re planning to move toward thin clients and zero clients to boot directly to XenDesktop.

Their vision also includes an upgrade in their transcription software. Murphy states, “We’ll be able to link the voice recognition to enable physicians to order procedures and prescriptions through the same software and still meet HIPAA security standards. It will provide a quantum leap forward.

“Citrix products are basically a part of every employee’s workflow here.” Since the introduction of the Citrix mobility solution, HCMC has implemented more than 4,500 licenses of XenDesktop for all its users—administrators, nurses, doctors and emergency responders.

“We will definitely continue to leverage the use of the Citrix-Epic solution to improve patient care and workflow processes. And thanks to the Citrix side of the solution, HCMC is device agnostic – and the mobility that affords is priceless.”
By consolidating our locations and adopting a Citrix virtualized environment with thin clients, we have cut costs, helping us towards our mission to beat cancer.

Jane Swindle
IS Service Manager
Cancer Research UK

Cancer Research UK finds solution to Windows 7 upgrade challenges with XenDesktop

Cancer Research UK is the world’s foremost charity dedicated to beating cancer through research. Its mission is to improve people’s understanding of cancer and help to prevent, diagnose and treat the disease. Its work is funded completely by the public via fundraising events that include the Race for Life series, Shine and Emeralds & Ivy, as well as the charity’s 600 high street shops, the online shop and corporate partnerships.

The challenge: cost-effectively upgrading to Windows 7

As a charity, Cancer Research UK strives to get the most from its funding resources by controlling administrative and operational costs. At the end of 2010, the charity undertook a consolidation of its eight London offices into a single location in the Angel Building, Islington, to reduce overhead expenses. Outside of its London base, the charity also operates regional offices and five core research institutes.

The original plan was to relocate user desktops and laptops to the new site. However, the machines were running Microsoft Windows XP and the IT team saw an opportunity to upgrade to Windows 7 as part of the move.

To avoid the costs of purchasing replacements to support the new operating platform, the IT team sought a different solution.

Jane Swindle, IS service manager, said, “We had several goals. Instead of a rigid one user/one desktop model, we wanted to let employees choose any available machine in the new office. With flexible working, we could save a significant amount of space, cut power and equipment costs and reduce environmental impact. Flexible working also would let us make organizational changes without moving furniture and equipment, and add staff without requiring additional space.”

The IS team further hoped to lengthen the hardware upgrade cycle, gain the ability to lock down devices and simplify IT support by using thin clients instead of full PCs, as well as make it easier for employees to work from home by accessing resources on their own computers instead of requiring a Cancer Research UK laptop.

Finally, the IS team aimed to standardize the office environment on a single technology platform. Previously, both Macintosh and Windows devices were supported, adding complexity and causing interoperability issues.

Implementing a Citrix XenDesktop environment

Working with SCC, a Gold Citrix Solutions Advisor, the IS team chose desktop virtualization as the best solution to its multiple challenges. Based on the success with XenApp, used for virtual delivery of legacy applications and the availability of a cost-effective license trade-up program from Citrix, Cancer Research UK chose to implement Citrix XenDesktop.

Cancer Research UK
Citrix products
• XenDesktop

Key Benefits
• Expedites migration to Windows 7 platform
• Enables flexible working in the office and at home
• Cuts hardware, energy and administrative costs
• Frees up funding for core research

Applications Delivered
• Microsoft Office and Project
• Adobe suite
• Donor systems
• Clinical trials applications
Users in the Angel Building location receive a standard, locked-down, hosted virtual desktop, running on Windows 7, delivering key productivity applications including Microsoft Office and the Adobe suite. XenApp functionality within XenDesktop is used to deliver legacy applications (such as donor systems and a clinical trials application) and others that do not yet support the Windows 7 platform, as part of the virtual desktop.

Currently, over a thousand office workers access virtual desktops on iGEL thin devices. The older desktops have been repurposed for other locations waiting for Windows 7 to be implemented at that location. A few mobile/remote staff (shop managers, clinicians) have retained corporate laptops, and the software development team have kept their traditional desktops.

**Cost savings support cancer research**

Desktop virtualization has helped Cancer Research UK achieve significant cost savings, allowing more funding to be directed to research.

“Our supporters want to feel confident that their donations are primarily going to scientific research, not operations and administration. By consolidating our locations and adopting a Citrix virtualized environment with thin clients, we can channel more funds to our mission,” Swindle said.

XenDesktop is helping Cancer Research UK cut costs in several ways. First, the delivery of a standard virtual desktop enabled the flexible working model to be used in the Angel Building, which cut space requirements by a fifth. In addition, the charity no longer has to provide laptops to staff who wish to work at home.

Over the long term, the IS team expects additional hardware savings because the lifespan of a thin device is about five years compared to three for a PC. The devices can simply be swapped out if there is an issue, instead of requiring extensive support by the IS team.

Another cost benefit is the reduced power requirement of thin devices vs. PCs. Energy conservation also contributes to the environmental aims for the new location, which include reducing electricity use by 7.5 percent and shrinking its carbon footprint.

**XenDesktop expedites move to Windows 7**

The XenDesktop implementation simplified and accelerated migration to the new Windows 7 platform, enabling the charity to rapidly provide these capabilities to users on any device, in any location. Otherwise, the IS team would have had to roll out Windows 7 to each desktop – a time-consuming process. Although not all applications are currently compatible with Windows 7, XenApp application virtualization provides a seamless workaround.

Ultimately, a critical aspect of any IT project is user satisfaction. At Cancer Research UK, employees are not just accepting virtual desktop delivery on the iGEL clients – they are voluntarily handing in their laptops.

Swindle concluded, “We originally planned on 850 thin clients and 350 laptops, but because people are so enthusiastic, we now have 1,300 thin clients, including 60 in our Oxford office, where employees asked for them after seeing them at the Angel Building.”
We expect a gradual growth as well as new usage scenarios like flexible desktops and for example tablets for medical staff. Citrix XenDesktop and the Citrix Receiver enable this functionality without further modifications in the infrastructure.

Rene Jacobs
Team manager I&A
Adelante

The virtual workplace powered by XenDesktop at Adelante

Adelante is a healthcare group offering adult rehabilitation, job reintegration, pediatric rehabilitation, special education and housing and auditory and communication services. The organization supports restoration of adults’ and children’s health and helps a maximize participation in society after the effects of a disease, disorder or accident. Adelante invests in scientific research, education, training and innovation. Adelante has branches in Hoensbroek and seven other cities in the region of Limburg, Netherlands. The healthcare group employs over 1,000 employees.

The challenge: a secure solution for telecommuting

Several years ago the organization started with a cloud-based remote control service to enable a few employees to access central workstations on the network from remote locations. Use of this service grew rapidly and therefore IT management became more intensive and expensive, especially because costs were calculated per year and per individual employee.

“We got requests from the organization to implement an internal telecommuting solution to enable employees to work from home, but that would also be flexible enough for mobile staff and workstations at subsidiaries without a fast connection,” said Rene Jacobs, I&A team manager. “As IT staff, we had all freedom to select the technology we needed, from a traditional VPN solution to a modern VDI environment. We started looking for a solution that matched our demands and could replace the cloud-based service.”

Implementing Citrix XenDesktop, Enterprise Edition

The organization found the perfect solution in the hosted virtual desktop. After an internal evaluation and comparison was performed, Adelante selected XenDesktop, Enterprise Edition. Insign.it, a Gold Citrix Solution Provider, supported the architecture and implementation. The first renewal phase of the infrastructure in the datacenter included replacement of all servers with HP blades with virtualized workloads and an EMC SAN. The blueprint for desktop virtualization was in place and could easily be extended. The organization now has 60 virtualized Windows XP workloads running on XenDesktop, all on one blade server. These virtualized desktops are used by 150 people, ranging from ad hoc and regular home users to mobile employees to 40 employees at locations with slower connections who use the virtual desktop full time.

The failure-free versatile virtual desktop

Each time a virtual workstation is launched, the employee receives a fresh new Windows XP PC. Citrix Provisioning Services, a component of XenDesktop,
ensures provision of the standard image. The organization uses about 200 applications, including Office 2003 Professional, the electronic patient record Ecaris from VIR e-Care Solutions, the audiology patient registration OpenAC Fenac and IBM SPSS. Jacobs said, “Standard applications are included in the image, but many of the smaller rehabilitation-related applications are added when needed by the software distribution process. Employees can make changes on the PC, but after the next reboot, all changes including added applications have disappeared. This way we created a fast and failure-free virtual workspace that can be used for many more roles than just teleworkers. In the future, we expect even more benefits after we start using application streaming.”

One desktop, both virtual and physical

At Adelante and the special school for the disabled that it operates, over 750 fat client workstations are used. At locations where dark fiber connections are too expensive, such as rented venues, the virtual desktop is delivered through a secure Internet connection and xDSL. Every day, approximately 40 employees use the centralized virtualized desktop full time from their fat client. The main reason why thin clients are not used at these locations, is that some applications require a DVD-ROM drive or have a license technically tied to a workstation.

“A major advantage of the solution is that the virtual workstations can be managed the same way as the physical desktops. Identical tools and the same policies for security upgrades apply to both environments. Although it is impossible to quantify in hours, we save a lot of time for system administration compared to the old situation,” Jacobs said. “The virtual workplace is stable and, thanks to Citrix HDX technology, runs smoothly for multimedia, YouTube and even healthcare applications that need sound.”

The blueprint provides a stable basis for growth

The deployment of desktop virtualization at Adelante will grow in the coming years. “Expanding this IT environment is very simple. Adding a blade server to increase capacity and double the available number of Windows XP workloads is easy. The disk space on the SAN already has been sized for 120 Windows XP sessions and does not need to be expanded. We expect gradual growth as well as new usage scenarios for the concept. We probably will move to thin clients to be used as flexible desktops. We also want to introduce the Apple iPad or other tablets so the medical staff has access to patient records at the bedside. With XenDesktop and Citrix Receiver for the iPad this is very simple without further modifications to the infrastructure.”

Neutral replacement cost with high value

The organization was particularly impressed by the concurrent use licenses of XenDesktop. With 150 users, 25 to 40 concurrent licenses are sufficient. If Adelante had not opted for XenDesktop but for a different solution, IT costs would have been significantly higher. “Thanks to concurrent use licenses, we funded the new environment from the annual costs of the previous cloud-based solution,” concluded Jacobs. “We have not only addressed telecommuting, but also enabled secure access over the Internet from several locations and prepared for possible future expansions, all with the same solution.”
Healthcare right now is in a transformation stage; we really are a mobile business inside our own hospitals and clinics. By allowing clinicians to work at the bedside or anywhere else, with any device they choose, Citrix Receiver is really a game-changer.

Mark Farrow  
CIO  
Hamilton Health Sciences

Hamilton Health Sciences brings care to the bedside with XenApp and XenDesktop

Located in Ontario, Canada, Hamilton Health Sciences is a family of six hospitals and a cancer center that comprise a total of 1,200 beds. The organization also provides many outpatient services and centers. Hamilton Health Sciences cares for more than 2.3 million residents and employs approximately 10,000 people.

The challenge: improving patient care and meeting the technology needs of physicians

Hamilton Health Sciences has the stated goal of increasing at-the-bedside interactions between patients and both nurses and physicians to improve care quality and accelerate decision making. The organization was also looking to accommodate requests from physicians to use tablets and other devices in its facilities. As CIO Mark Farrow explained, “Healthcare is all about mobility. Most physicians in Canada are independent business people. Yet, hospitals have always tried to dictate what devices they’re going to use, how they’re going to use them and where they are permitted to go. In the past, with security and privacy concerns, we basically would have just said, ‘You can’t use that device.’ In this case we had physicians buying iPads, and saying, ‘I am going to use this device; what are you going to do about it?’”

Using Citrix Receiver for app delivery to the latest devices

Hamilton relies on XenDesktop and XenApp as the primary solutions to deliver virtual desktops and virtual applications to more than 9,000 staff and 1,500 physicians. Citrix Receiver, an integrated component of XenDesktop and XenApp, enables on-demand delivery of virtual desktops and Windows, web and SaaS applications to any device—including PCs, Macs, Chromebooks, tablets and smartphones.

With Citrix Receiver, Hamilton now offers self-service access to over 60 office and medical applications, helping IT get out of the business of managing apps on each individual endpoint. Whether they are working at nursing stations or on mobile devices at the bedside, users can securely access critical patient information and applications. Physicians are able to download Citrix Receiver to gain access to Hamilton’s Citrix environment from whatever device they choose to bring in. “All of a sudden I can give them a device, or they can bring in a device, that allows them the flexibility to be on the network and get what they need to get here, and then they can go off to home, or their office, and do something completely different,” added Farrow.

“Almost on day one, my security lead had Citrix Receiver loaded and running in about 10 minutes and people were off and running. We are able to say ‘yes’ to
these devices, because you are on a secure piece of software. We know what you are accessing and that you are following our rules. I don’t have to worry about software leaving a footprint on your device when you disconnect. Receiver allowed us to become more device independent.”

**Fast, flexible access for physicians and staff**

Physicians now have the freedom to use the iPad or choose from virtually any tablet and smartphone and every major web browser. “Staff can access their patient lists, they can access Meditech, they can follow through on the patients at bedside, they can review the charts and they can get on to the portal. Citrix Receiver made it a whole lot easier for people to bring a device of choice into the organization, and allows us to keep the security in place,” stated Farrow.

He also sees Citrix technology as critical for positioning his organization for the future, “Healthcare right now is in a transformation stage; we really are a mobile business inside our own hospitals and clinics. By allowing clinicians to work at the bedside or anywhere else, with any device they choose, Citrix Receiver is really a game-changer. I don’t think we would have seen an iPad in our organization had it not been for Citrix Receiver. We just wouldn’t have had a use for it.”

Farrow concluded, “Today, it’s the iPad and tomorrow it could be the Dell Streak or another Android device. This new hardware is where everything is going and I think Citrix is the IT company that is perfectly positioned to actually make these consumer devices into useful business tools.”
About Citrix

Citrix (NASDAQ:CTXS) is a leader in virtualization, networking and cloud infrastructure to enable new ways for people to work better. Citrix solutions help IT and service providers to build, manage and secure, virtual and mobile workspaces that seamlessly deliver apps, desktops, data and services to anyone, on any device, over any network or cloud. This year Citrix is celebrating 25 years of innovation, making IT simpler and people more productive with mobile workstyles. With annual revenue in 2013 of $2.9 billion, Citrix solutions are in use at more than 330,000 organizations and by over 100 million people globally. Learn more at www.citrix.com.

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