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Bert Fish Medical Center . . . When Disaster Recovery is About More than Disaster

For Scott Fogle, PACS Administrator for Bert Fish Medical Center in New Smyrna Beach, FL, InSite One disaster recovery isn't just about recovering from a disaster. It's about taking advantage of an advanced and uniquely flexible system that can meet storage needs as they evolve.

A hospital that clearly has had to evolve with the times, Bert Fish is a 112-bed acute care medical center that traces its roots back to 1768 and the founding of one of the largest British colonial era settlements in coastal Florida. Today, the busy medical center provides a wide variety of advanced services to the local community, including 24/7 emergency care, laparoscopic surgeries, chemotherapy and radiation treatments, rehabilitation services and much more.

Delivering far-ranging diagnostic care, Bert Fish's radiology department offers a complete selection of modalities with advanced technology. The site performs 65,000 exams each year using a combination of an in-house radiologist, an off-site reading group and occasional locum tenens assistance.

When Bert Fish began its PACS search in 2007, it had already decided that it wanted an off-site managed disaster recovery service. "We did consider a range of options, but felt remote back-up storage was absolutely our best option," explains Fogle. "After all, coastal Florida is hurricane territory, and our back-up system could only be truly secure with data stored in a remote geographic location. We felt shipping tapes to an off-site storage center did not offer adequate protection. Setting up our own offsite archive to provide immediate back-up would have been a complex task."


As part of its search process, the hospital was able to have several PACS systems installed on a trial basis. This also provided them with the opportunity to explore different associated disaster recovery options before making a commitment. "We also were seriously considering a PACS from another major manufacturer, which offers its own offsite back-up service," says Fogle. "As their solution, DR Systems offered us a tightly integrated, easy-to-use disaster recovery system through its partner InSite One."

After focusing on the solutions closely, the hospital soon discovered that all disaster recovery systems are not created equal. "InSite One maintains data in true DICOM format. That was a major plus," Fogle explains. "The other back-up solution we were considering stores data in a proprietary compression format, which could cause a problem down the road if we decided to change our PACS vendor. We also liked InSite One because it utilizes two mirrored storage systems, compared to our other option, which used only one." In short, InSite One offered the hospital a far superior solution.

According to Scott, InSite One also delivered a range of other important benefits. Affordable pay-as-you-go pricing eliminated the need to purchase archiving hardware as a capital expense, a significant plus for a community hospital. Moreover, InSite One provides all disaster recovery system maintenance, eliminating the need to utilize the hospital's busy IT staff to service the back-up data archive. With the company's commitment to remaining in the forefront of breaking technology, Bert Fish also is protected against technological obsolescence. And the close relationship between PACS vendor DR Systems and disaster recovery service provider InSite One assures that the important radiology IT architecture will run like clockwork. **.....more**

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“Happily, we haven’t had an IT disaster, but InSite One tests the system, and it has functioned flawlessly since installation,” he says. “Set up took less than a day. And we can relax knowing our data is safe and secure.”

Currently, the Bert Fish radiology department has a 10 TB onsite archive for primary image archiving. The hospital estimates this will provide adequate online storage for all exams to meet seven-year legal retention requirements. However, times change as the hospital has witnessed during its long and proud history. “With InSite One’s wide range of integrated services, we have an added insurance policy,” notes Fogle. “If our exam volume begins to exceed our archive capacity or if the hospital wishes to keep exams beyond seven years, we can utilize InSite One as a primary archive to add extra storage capacity at the flick of a switch. “

For Bert Fish Medical Center, InSite One does more than simply back up its data. This service backs up its entire image archiving and storage system should the hospital’s current archiving architecture no longer meet its changing needs.