

IT SERVICES FOR OMAHA HEALTHCARE PRACTICES

IT for healthcare practices

We keep EHR access, front-desk phones, workstations, the network and tested backups working. **We deal with your software vendor so your office manager does not have to.**

- Cambium Data is Navy veteran-owned. Serving Omaha businesses since 2009.
- Owner Tony Underwood has over three decades of experience in IT.

WHAT COMES OFF YOUR PLATE

The technology your practice runs on

We work with independent and small-group practices that have no IT department, or one IT person who needs backup. That includes family, primary care and specialty clinics, dental offices, chiropractic offices, therapy practices, behavioral health and counseling providers, and optometry and eye care practices.



Practice software, reachable all day

Your EHR depends on your internet, Wi-Fi, workstations and sometimes a local server. When a problem falls between the vendor and your hardware, we work it out with the vendor.



The front desk

We set up cloud-based phones with call routing for scheduling, billing and after-hours, keep your numbers, and keep card readers and printers running.



Imaging, equipment and the network

Patient Wi-Fi stays separate from the network your staff use, and equipment that cannot be updated is kept apart where the equipment allows it.



Microsoft 365 and staff accounts

Every staff member gets their own login with multi-factor authentication and email filtering, and we remove access the day someone leaves.



Backups that have been tested

We back up servers, shared files and Microsoft 365, keep a copy off-site, run test restores, and help you write a short downtime plan.



More than one location

We set up every site the same way and manage the network from one place, and remote providers get encrypted laptops and secure remote access.



Patient information: who does what

For medical and dental offices, we help put the technical safeguards HIPAA calls for in place and keep them maintained, alongside your compliance advisor. Your compliance advisor owns the policies and the paperwork. We put the technical controls in place, keep them maintained, and tell you in plain English what is in place.

WE HANDLE

- ✓ Multi-factor authentication
- ✓ Encryption
- ✓ Endpoint protection
- ✓ Email filtering
- ✓ Backups and test restores
- ✓ Removing access when staff leave

YOUR COMPLIANCE ADVISOR HANDLES

Policies and paperwork.



AI employees that give your front office time back

AI employees take repetitive office work off your staff. They draft vendor and supply follow-ups, sort job applicants and the shared inbox, and draft review requests and staff schedule reminders, so your front office gets more done. Your people approve anything that goes out. They start with non-patient office work, and patient information stays out unless a signed agreement with the AI provider covers it and we both agree in writing. We also write a plain-language AI use policy so staff know which AI tools are approved.

FULLY MANAGED OR CO-MANAGED

Pick the model that fits your practice

NO IT PERSON

Fully managed IT

We become your IT department, and staff call us for everything.

YOU HAVE AN IT PERSON

Co-managed IT

Your person keeps the job, and we take the pieces they want off their plate. This also works for groups with a parent organization that has its own IT team.

Questions to ask any healthcare IT provider

Who calls our EHR or software vendor when something breaks?

We do, and we stay on it until it is fixed or clearly in the vendor's hands.

Who owns our compliance paperwork?

Your compliance advisor owns the paperwork. We put the technical controls in place, keep them maintained, and tell you what is there.

How does the front desk keep working if the internet or a server goes down?

We add a backup internet line where it makes sense and give staff a short written downtime plan to follow.

Do you replace our EHR vendor's support?

No. Your vendor still supports the application. We support what it runs on, including the computers, network, internet, staff accounts and backups.

Why Cambium



One local team

One Omaha team handles your IT, network, phones, internet, cameras, security and AI.



Plain English

We tell you in plain English what is in place and what is not.



Vendor handoffs

When something falls between your software and your hardware, we work it out with the vendor directly.



Local since 2009

Serving Omaha businesses since 2009. Owner Tony Underwood has over three decades of experience in IT.

Not sure where to start?

Start with a free technology and AI review. We look at your setup and show you what is not protected and what we would fix first, in plain English. For a practice, we also look at how the front desk would keep working if the internet or a server went down. It is free, there is no obligation, and you keep the written summary.

Get a free technology and AI review

cambiumdata.com/network-assessment

You can also call **(402) 514-3200**.