

Client Profile

Beds:	• 150
Admissions:	• 5252 per year
Staff:	• 578
Exams:	• 61,000 per year • 160,000 patients in database
Interfaces:	• SMS outbound for billing and results • OPUS inbound for patient demographics
Add-Ons	• RMSFax for physician reports • RMS Mammography



Swearingen Support

Darlene Dennis
RMS® Coordinator

As RMS Coordinator for Auburn Regional Medical Center in Auburn, WA, it's Darlene Dennis' responsibility to make sure that the hospital's investment in RMS pays dividends in productivity and efficiency. That means it must be up and running and that any problems are handled quickly and properly.

According to Darlene, "RMS is a good system. I've been a RMS user for about nine years now, and over that time I have been satisfied with both the software and the software support that we get from Swearingen. The program does what it is intended to do, and the support people are helpful, anytime you call them, even weekends."

Auburn Regional Medical Center, a UHS-owned hospital in Auburn, Washington, is a medium sized hospital with 150 beds and lots of outpatient care. "The ability to easily and accurately schedule and track patients and procedures on about 25 workstations is very important to us. Swearingen has never made me feel like we are a small client. It's great to call support and talk to a real, live person! We primarily work with Michelle, and I have

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to admit that, to a certain degree, she has spoiled us on support from any other vendor.

"Of course, the best way to avoid the problem with an RIS being down is to anticipate problems. I call Swearingen Support to get a question answered, or for help with a new task, or to just have them verify my thought process," continues Darlene. "They're always willing to hold my hand and walk me through it."

According to Darlene, "For our site, RMS is rarely down, but when there are problems, I particularly like the fact that the support people can quickly tell me how big a fix it will be, and then they do it quickly and at my convenience, so we have minimal disruption to patient care. They are good at prioritizing – they even schedule their quarterly updates so as not to interfere with our workload.

"When it comes to customer support and service, Swearingen is thinking about the customer. They make my life easier by working with us. Their support people have enabled us to make the most productive use of their RMS system."

About Us

Swearingen is focused on radiology, and especially the radiology software user. With RMS, we offer a state of the art radiology information system (RIS) that provides a dramatically more satisfying experience for those who use it.

Unlike many PACS and RIS/PACS providers, Swearingen is not a multi-product company seeking to leverage its existing platform into radiology. It was instead built from the ground up *for* radiology, in order to better meet the unique needs of radiology software users. Through the industry-standard HL7 interface, RMS easily links to virtually every HIS and PACS.

For more information, contact Swearingen Software, Inc. at: 1-800-992-1767 or visit our Web site at:
www.swearingensoftware.com

