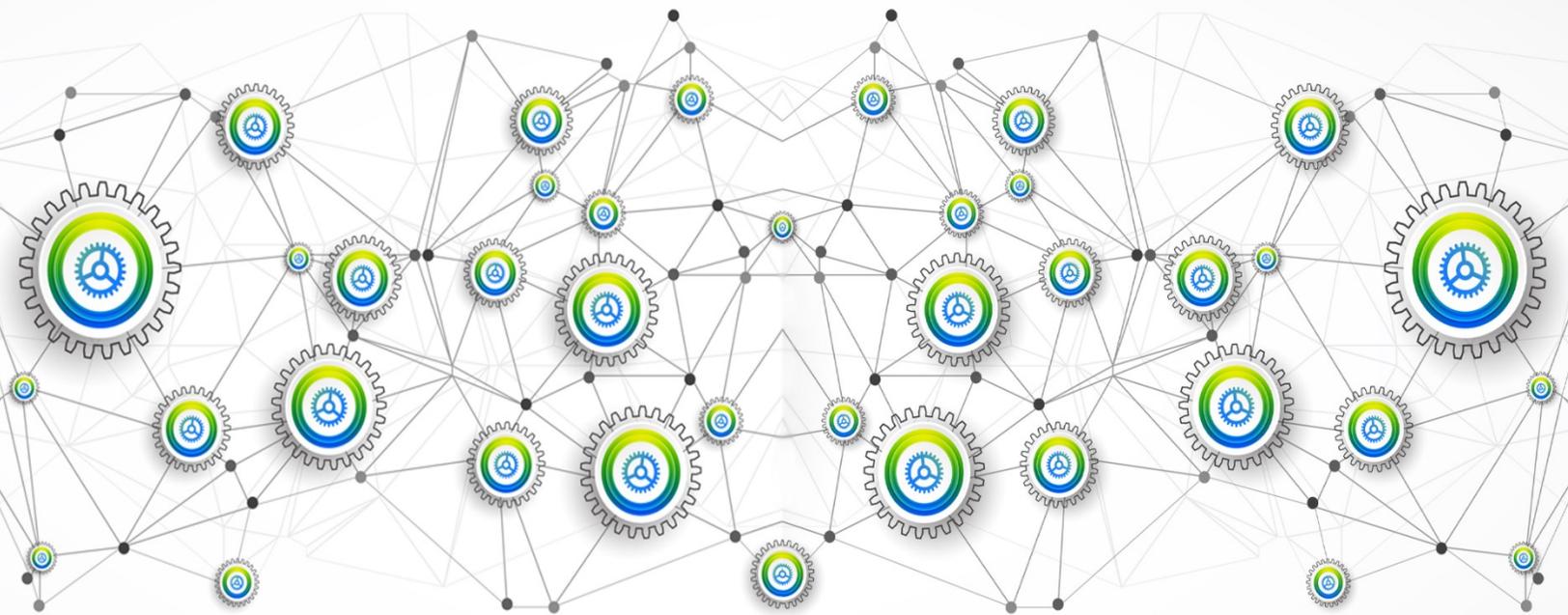


# Top 10 Tips for Public Health Department System Modernization

*Leading Edge Tips for Upgrading Public Health's Clinic Management, Contact Tracing, Patient Communications, Disease Management Systems and Reporting*



**chexout**

Disease Surveillance • Contact Tracing • Clinic Management

# About the Author

---



## Jim Ivey

COO, Chexout

Jim has led the development of Chexout's Public Health software initiative for the past 11 years. Jim's vision to create user-friendly software that serves the needs of the infectious disease control and management has been the overarching goal of Chexout. Chexout's software helps to guide the public health community with the most advanced disease surveillance, contact tracing and clinic management software available in today's marketplace.

In January of 2020, Chexout released a comprehensive, end-to-end version of its software, designed to meet the needs of any Public Health Department responsible for controlling and managing disease surveillance.

The timing of the release was fortuitous as Chexout rapidly set up for investigation management of the expanding COVID-19 pandemic. Chexout's software, the only real investigation management and contact tracing software for Public Health available, was chosen over nearly 50 competing companies by the CDC's COVID Rapid Response Team for their national contact tracing program.

In this booklet, Jim reprises his Top 10 Tips on System Modernization he delivered live to the first national convening of state and territorial health officials with local and federal partners focused specifically on the use of technology to support the COVID-19 response, hosted by ASTHO.



[@Chexout](#)



[@Chexout](#)

# Introduction

---

Over the past two years, our clients have been modernizing and upgrading their systems capabilities. Many came to us frustrated by the difficulty in choosing a software that meets their needs and is flexible enough to work with the disparate legacy systems they were currently using and allow for them to migrate to a new system at their own pace. Based on information and insights we learned from them, we put together these Top 10 Tips for modernizing your system.

Since early 2020, Public Health organizations have been receiving unprecedented attention as a tsunami of COVID-19 cases erupted into a global pandemic.

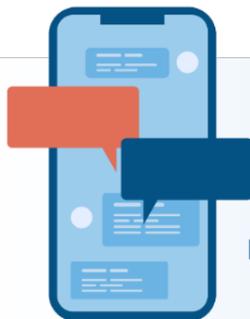
Historically underfunded public health clinics are now tasked with responding to newly available, time-sensitive grant funding to upgrade their workforces and modernize information and communications technologies.

The challenge now for Public Health leaders is to rapidly identify the best available approaches and technologies that will optimize capabilities to meet current and future needs.

---

**In one CDC funded case study of Chexout, modern patient communications decreased time to treatment from 13 days on average down to 2.6 days.**

---



## ADOPT NEW PATIENT COMMUNICATIONS METHODS

Did you know that texting a patient prior to your first call to identify yourself and why you are calling increases the success of reaching a patient by

**90%**

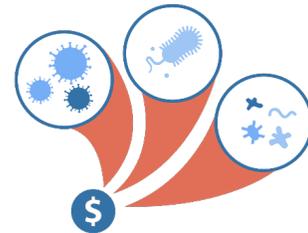
**chexout**  
Disease Surveillance • Contact Tracing • Clinic Management

---

# Top 10 Tips for System Modernization

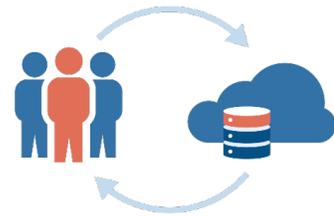
1

**Make sure the system you are evaluating can support multiple program areas and can be rapidly configured for new infections.**



2

**Is the system scalable for both your workforce and data transfer mechanisms?**



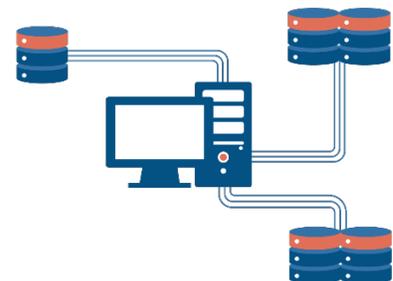
3

**Will it easily adapt to meet new requirements, new feature development and emerging technologies without rebuilding the software?**



4

**Is the system data agnostic? Does it adhere to the “play nice with other systems” rule, or are you locked in?**

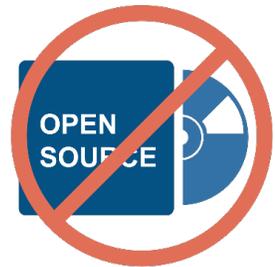


---

# Top 10 Tips for System Modernization

5

***Avoid*** open-source software that only performs one function well or several poorly [it's not really free].



6

***Avoid*** legacy systems reworked to meet yesterday's needs.



7

***Avoid*** systems that require your staff to perform critical functions outside of the platform or requires multiple entries.



8

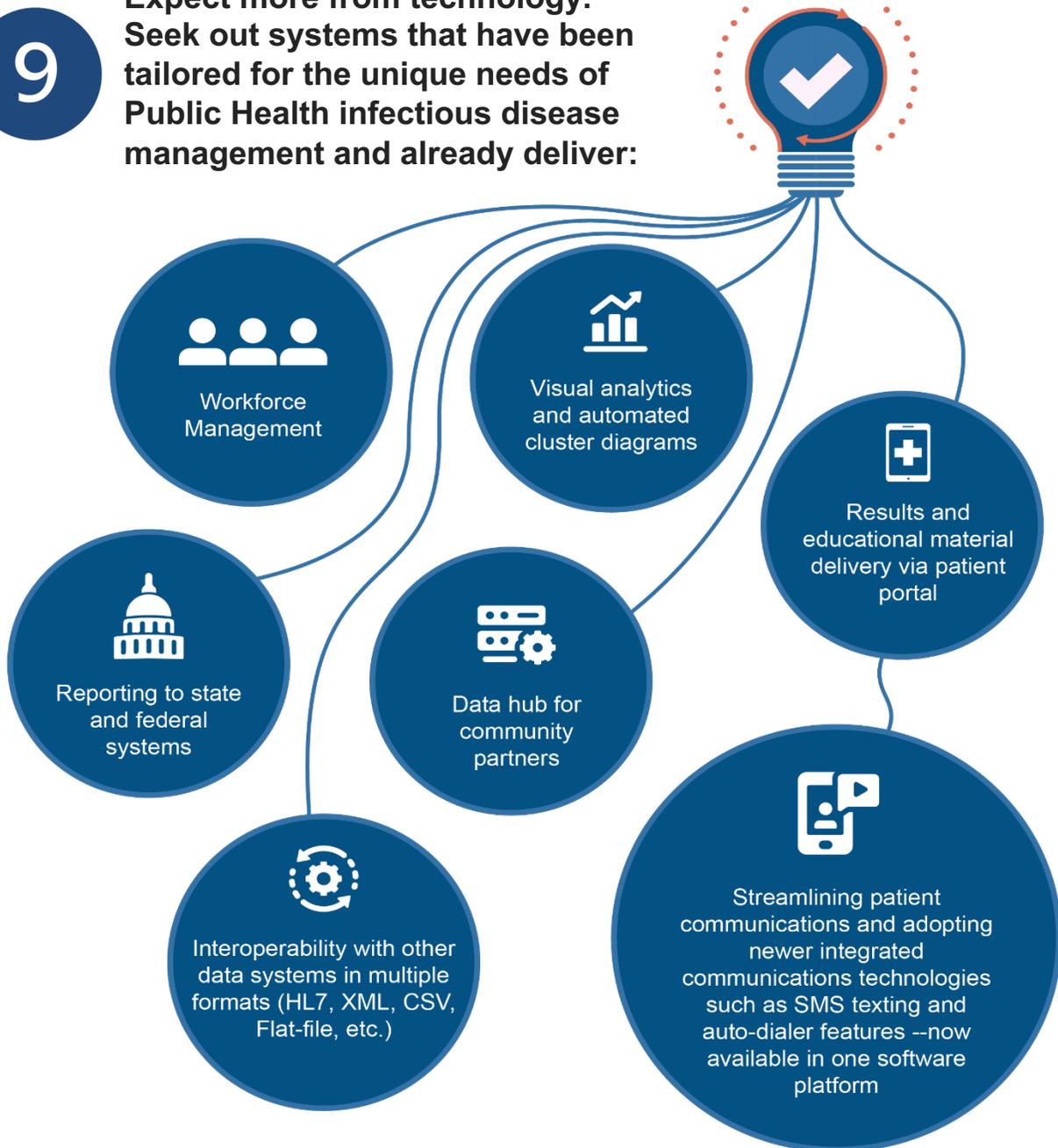
***Avoid*** systems that are still in build mode or big box software not originally built for Public Health infectious disease management.



# Top 10 Tips for System Modernization

9

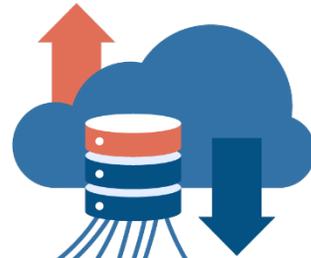
**Expect more from technology. Seek out systems that have been tailored for the unique needs of Public Health infectious disease management and already deliver:**



# Top 10 Tips for System Modernization

10

Consider “newer” models of software delivery, such as Cloud computing models with Software-as-a-Service (SaaS) benefits:



# May we be of assistance?

**Chexout is expert at Public Health infectious disease prevention technology, because Public Health is all we do.**

We have spent over a decade learning what the needs of DIS, Nurses, Clinicians, Epidemiologists, Program Administrators and Patients are when it comes to infectious disease management. If we can be of any assistance, please contact us at 1-800-473-1888, [info@chexout.com](mailto:info@chexout.com) or

[chexout.com/contact-us](https://chexout.com/contact-us).



## About Chexout

Founded in 2010, Chexout has been responding to the system modernization and automation needs of public health organizations. Most notably by upgrading contact tracing, disease surveillance and clinic management capabilities, from single clinic settings to state-wide clinic operations.

