Healthcare Use Case - OpenText Availability

A large hospital network operates across multiple facilities. Doctors, nurses, and staff rely on an Electronic Health Record (EHR) system to access patient medical histories, lab results, prescriptions, and imaging data. Any downtime of the EHR system directly impacts patient safety, delays care, and increases operational risk.

WORK FLOWS

Doctor accesses EHR →
Availability ensures records load seamlessly from the active node

Unexpected server crash →
Failover triggers instantly, sessions reconnected to secondary node

Planned software upgrade →
IT fails over to replica, upgrades primary system, then fails back with no disruption

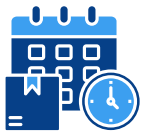
CHALLENGES

- Critical EHR application must run 24/7 without interruption.
- Planned downtime (patches, upgrades, migrations) and unplanned outages (server crashes, ransomware, data center issues) disrupt clinical workflows.
- Physicians and nurses need instant access to patient records at all times, even if the primary system fails.

SOLUTIONS

Real-time Replication: Availability continuously replicates the EHR databases and applications from the primary data center to a secondary site (on-premises, cloud, or hybrid).

- Near-Zero Downtime Failover: If the primary EHR system becomes unavailable (planned or unplanned), Availability automatically fails over to the replica in seconds, with minimal disruption to users.
- Failback: After the primary system is restored, changes made during failover are automatically synchronized back, ensuring no data is lost.
- Non-Disruptive Maintenance: IT can perform hardware or software upgrades on production servers by failing users over to the replica, eliminating downtime windows.



Near Zero Downtime

Failback

Near Zero Downtime

BENEFITS

1. **Patient Safety:** Doctors and nurses always have access to real-time patient records
2. **Regulatory Compliance:** Meets healthcare requirements for high availability, HIPAA, and data protection
3. **Operational Efficiency:** Avoids costly downtime that impacts hospital operations and billing
4. **Ransomware Resilience:** Ensures continuous access to clean replica environments if the primary environment is compromised

CONCLUSION

Since implementing OpenText™ Availability they have significantly improved clinical system uptime and operational efficiency. Failover testing and real-time replication of EHR and other clinical systems have become routine, enabling the organization to meet stringent availability requirements for healthcare providers and regulatory compliance and deliver uninterrupted patient care

opentext™ Cybersecurity