



**Name:** Connie B. Barragan, Au.D., CCC/A, F, AAA

**Title:** Senior Audiologist

**Facility:** Lyndon B. Johnson General Hospital – Harris Health System | Houston, TX

**Product:** OZ eScreener Plus™ (eSP™), Case Management/Care Coordination for the State of Texas

Audiologist Connie Barragan has, for over a decade, provided hearing care to babies, including interacting with the technicians who perform the newborn hearing screening and providing diagnostic audiological services. Connie recommends eScreener Plus™ (eSP™) for its ease of use and the excellent customer support.

“OZ Systems enhances hearing screening programs in many ways. The ability to have demographics automatically populate eScreener Plus is amazing. The admitted babies are available in our system faster, accuracy has improved and it takes the workload off our hearing screening technicians. We have a great relationship with OZ Systems. The Texas Assistance Training Webinars provide ongoing education for our hearing screening staff—that helps a lot. We do not hesitate to contact OZ Systems, as we know their support is always available.”

Customer support at OZ Systems provided the Harris Health System great service while we were working on new required updates that the state was asking for on demographic data. OZ Systems worked closely with us, and our IT Department, to provide a solution within our budget that would enhance the care we provide to the babies of Texas. We utilize eSP™ for the hearing screening as well as for inputting diagnostic audiological results, and locating the name of the primary care provider. “We find it easy to use.” OZ Systems, through its care coordination, monitors the hearing screening program and “it is great to have this.” Every-other month OZ Systems and the Texas Early Hearing Detection and Intervention Program offers a seminar to hospitals. This continuing education has been very beneficial and strengthens the performance of our program. It takes a team to provide the best care to these babies.



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