

HOSTED TECHNOLOGIES:

- Private Cloud Hosting
- HIPAA Compliance
- Citrix
- VMware

DISC CORPORATION: A HIPAA COMPLIANT HOSTING CASE STUDY

Connectria - supporting HIPAA and Omnibus compliance through managed hosting.

Since 1958, DISC Corporation has been a leading provider of document and data management solutions, specializing in helping large organizations leverage the power of the data living within their documents more effectively. Faced with growing IT infrastructure demands and ever-changing compliance requirements, DISC decided to outsource its IT to a HIPAA and Omnibus compliance hosting expert. DISC chose Connectria. Learn why.



DISC | Corporation

Digitize. Discover. Decide.

About DISC Corporation

Founded in 1958, DISC Corporation is a leading provider of document and data management solutions, specializing in helping large organizations leverage the power of the data living within their documents more effectively. Owned and operated in St. Louis, MO, DISC Corporation has evolved from microfilm technology to the latest innovations in capturing data from documents with smart, flexible solutions that improve accuracy and reliability of data, reduce operational costs, and improve overall workflow.

A national service provider, DISC's primary market is large physician groups, generally 100+ providers, within ambulatory healthcare. DISC supports local customers in large health systems such as Washington University and BJC, as well as national providers such as Trinity Health and Dignity Health.



DISC's business evolved from scanning and converting paper documents (EMR conversions) to automating daily incoming medical records regardless of the source (e.g. paper, fax, email). Their solution, BetterChart, applies customer rules, automatically classifies the type of document (e.g. lab result, correspondent, etc.), indexes relevant information from the document and pushes that data back into the EMR system within 24 hours. BetterChart automates what typically is a cumbersome and labor intensive process, saving customers time and money, while improving the accuracy of the data collected.

DISC Challenges

For many years, DISC invested in and managed its own IT infrastructure. As its software solutions demanded more powerful servers, combined with ever-changing HIPAA compliance requirements, DISC turned toward an outsourced alternative.

According to Patrick Karpen, DISC Corporation's President, "The advanced OCR we run for BetterChart requires a lot of server power and we were confronted with the decision to continue

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to invest and manage this power internally or to outsource it. We chose to outsource it because we wanted to focus on continuing to advance and adapt our solution and not have to worry



about the infrastructure it's running on. We decided to leave that to the experts in the field. It takes another burden off our shoulders.”

DISC was also confronted with changing HIPAA compliance requirements. The HIPAA Omnibus Rule made Business Associate Agreements mandatory for any vendor

or service provider who has access to patient information. The new rule exposed vendors potentially liable for any HIPAA violation. All of a sudden the risk burden shifted directly to vendors and DISC was dealing with a tremendous amount of patient information on a daily basis. As a result, DISC decided to host its IT environment and launched a search for a hosting vendor with the necessary HIPAA compliant knowledge and experience.

Choosing Connectria

DISC's research of hosting vendors with the requisite HIPAA expertise included soliciting direct feedback from people within the healthcare segment it serves. Its search identified five hosting vendors of varying claims and capabilities.

Key criteria for selection included:

- The level of HIPAA knowledge and expertise
- Experience and reputation hosting HIPAA clients
- Pricing competitiveness and corresponding value
- Business Associate Agreement flexibility



DISC quickly eliminated two vendors due to excessive pricing and inability to sign a Business Associate Agreement. With the field narrowed down to three viable hosting vendors, DISC issued an RFP. During the RFP evaluation stage, it became clear to DISC that Connectria stood out among the others. Connectria boasted an extensive HIPAA compliant customer base, a strong knowledge of HIPAA and Omnibus, a flexible Business Associate Agreement and a comprehensive HIPAA managed services package at a competitive price.

Patrick Karpen noted, “Connectria's data center facilities are first class and their HIPAA offer is

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extensive. Their HIPAA managed services included some things we weren't even thinking of, which was a bonus from our view. And from an ongoing perspective, Connectria's support has been great. We couldn't be any happier."

"HIPAA compliance, clients and reputation aside, we were impressed with the folks we met from Connectria," noted Patrick Karpen.

"Connectria gave us the 'warm and fuzzy' feeling we were looking for. We identified with Connectria's "No Jerks Allowed"

philosophy. Whomever we work with,

whether its vendors, partners or customers, we want it to be a relationship. We develop solutions through partnerships. And with Connectria, we feel like we have that partner."

"When it comes to HIPAA Compliant Hosting, Connectria's knowledge, reputation, clients and competitive pricing elevates them above the rest"

***Patrick Karpen, President,
DISC Corporation***

ABOUT CONNECTRIA

Connectria provides award-winning cloud computing, managed hosting and custom managed hosting solutions for more than 1,000 customers in over 30 countries worldwide. Recognized as the #1 Cloud in North America, we are experts in complex multi-vendor solutions, and we support the broadest range of technologies, managed services and security in the industry.

At the core of Connectria is our No Jerks Allowed® company philosophy. As The Jerk Free Company®, we've established a unique culture where every individual goes "the extra mile" to take care of our customers. Being The Jerk Free Company® extends beyond our people too. We make it easy to do business with us through flexible terms, scalable solutions and straight-forward pricing to serve the hosting needs of large and small organizations alike.



To learn more about Connectria's HIPAA Compliant Hosting solutions, please visit us at:

http://www.connectria.com/cloud/hipaa_hosting.php

To learn more about Connectria's #1 Cloud Ranking, please visit us at:

www.connectria.com/about_us/news/050813.php

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