

CASE STUDY

An Advanced HIPAA/ HITECH Urgent Care Solution for the Cloud



Challenge

Continued growth and costs led to the need for the scalability and flexibility of the public cloud while maintaining HIPAA/HITECH regulatory compliance.

Selection Criteria

In addition to HIPAA/HITECH experience and a strong relationship with AWS, DocuTAP sought a provider with the right technical and cultural fit.

Result

Realized a highly secure, cloud-based HIPAA compliant solution which could scale for future growth while maintaining compliance requirements.

What happens when you run a fully-integrated EHR and Practice Management application in Amazon's leading Public Cloud, managed by Connectria, a pioneer in HIPAA/HITECH Compliance services? You Get DocuTAP – An Advanced, Secure and Compliant Urgent Care Solution Built For Today and Tomorrow.

DocuTAP seamlessly connects everyone who uses it, from the patient, urgent care front desk to clinical staff and billing. This easy-to-use software enables urgent care providers to streamline their processes, including revenue cycle management, so that they become more efficient and profitable. DocuTAP can help clinics improve patient care and their level of satisfaction while increasing revenues by:

- Reducing patient visit times through improved workflow such as on-line check-in and real-time insurance verification
- Automatically forwarding encounter notes to the patients' primary care physician and prescriptions to the pharmacy
- Providing patients timely results through a secure patient portal
- Improving collection rates and receivables, as well as reducing lost charges through an integrated billing process
- Taking advantage of the portability and convenience of tablet support
- Providing the ability to customize the software to their business
- Allowing the option to outsource billing and collections so they may concentrate on delivering quality patient care

While electronic health records (EHR) and practice management have been the foundation of the solution, DocuTAP continually strives to enhance its functionality, with recent enhancements including Business Analytics and Patient Kiosk options.

CASE STUDY

The Challenge

DocuTAP has always recognized the advantages of the Cloud and ran its application on a private cloud for a number of years. As DocuTAP continued to grow, it became apparent that a move to a public cloud would benefit the company and its customers. A public cloud would allow DocuTAP to focus on its software and services, rather than investing in and managing IT infrastructure. There were inherent financial benefits derived from moving to a public cloud (e.g. switch from CAPEX to OPEX spend) but more importantly, the public cloud provided DocuTAP and its customers the scalability and flexibility they required. Security advancements in the public cloud also provided DocuTAP a comfort level in making the move, particularly given DocuTAP and its customers were subject to HIPAA/HITECH regulatory compliance.

DocuTAP's search for the right Cloud provider included the leading public clouds, such as Microsoft Azure, Google and Amazon Web Services. Key criteria for selection included the security stance and maturity of the security model, as well as the robustness of the cloud provider's partner ecosystem. According to Brad Reimer, DocuTAP CIO, "we knew that once we committed to a public cloud, the provider would need a healthy partner ecosystem we could choose from to help manage the cloud in a secure manner, according to HIPAA/HITECH compliance regulations. This was something we did not want to manage on our own."

Having conducted their due diligence, DocuTAP chose Amazon Web Services (AWS) as their public cloud. DocuTAP discovered that AWS had the right combination of public cloud robustness, maturity of their security model, and security-focused partners with experience and knowledge of the healthcare market. Reimer stated, "the partner ecosystem around AWS is much healthier than it is around Google and Azure, especially with partners that can help us from the security standpoint, who have experience in healthcare and HIPAA regulations and are able to implement and manage those on the cloud."



"We knew that once we committed to a public cloud, the provider would need a healthy partner ecosystem we could choose from to help manage the cloud in a secure manner, according to HIPAA/HITECH compliance regulations."

Brad Reimer, CIO, DocuTAP

CASE STUDY

The Solution

As AWS and DocuTAP began to engage, the Healthcare group within AWS identified a handful of partners for DocuTAP to evaluate.

Four partners were shortlisted and among them was Connectria.

Systems security and HIPAA/HITECH compliance had to be first and foremost on the minds of the partners. As DocuTAP progressed through its assessment, it became clear that Connectria stood above the rest.

“We felt Connectria had a firm understanding of the healthcare regulatory space,” noted Reimer. “Connectria could not only build a secure environment but understood why they’re building a secure environment and how to build it in a way to meet regulations. It was evident that Connectria was a partner who could help DocuTAP ‘up its game,’ and not someone that we were going to have to tell what needed to be done. Other considered partners treated security and compliance as an afterthought or they could speak a good game but not truly understand it. We could just tell security and compliance was at the core of what Connectria was doing, they understood it, it was how they built their own system, their own cloud platform and took that same knowledge and experience to the AWS Cloud.”

Other factors for choosing Connectria included Amazon’s confidence in Connectria, Connectria’s partnership approach (as opposed to statement of work or project driven) and culture match.

DocuTAP was impressed by the level of confidence AWS had in Connectria. AWS described Connectria as an upcoming powerhouse in the AWS partner community, particularly within the healthcare segment. DocuTAP could tell AWS was behind Connectria and was a key factor in their decision.

DocuTAP felt their culture was similar to that of Connectria’s. Both focus upon people, family and community, not simply the employer versus employee dynamic. DocuTAP could tell that Connectria’s “No Jerks Allowed” culture was tangible through their approach, attitude and actions. It was important to DocuTAP to have team members on both sides able to partner and hold each others’ best interests in mind when trying to achieve a goal rather than the typical vendor-client relationship.

“Connectria presents its solution from a comprehensive HIPAA Managed Services perspective and says ‘by the way we do it on AWS.’ You could tell security and compliance is core to everything Connectria does.”

Brad Reimer, CIO, DocuTAP

Key Technologies & Services:

- Amazon Web Services
- Citrix on AWS
- From VMware to AWS
- Connectria HIPAA Compliant Managed AWS

CASE STUDY

The Results

DocuTAP is an organization that does not rest on its laurels. Constantly striving to improve its software and services, DocuTAP has enhanced its Urgent Care solution for current and future customers.

Partnering with Amazon Web Services, the world's leading public cloud, as well as Connectria, the leader in HIPAA/HITECH Managed Services, DocuTAP's customers will benefit from a highly scalable, secure, cloud-based solution which helps them achieve and maintain compliance. It's a solution that will support the growth of DocuTAP and its customers for years to come.



About DocuTAP

Founded in 2000 and headquartered in Sioux Falls, South Dakota, DocuTAP provides Electronic Health Records (EHR) and Practice Management Software/Services to Urgent Care Clinics throughout the U.S. With over 250 employees and growing, DocuTAP serves over 1300 clinics throughout the country.

For more information visit docutap.com

About Amazon Web Services

For 10 years, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud platform. AWS offers over 70 fully featured services for compute, storage, databases, analytics, mobile, Internet of Things (IoT) and enterprise applications from 33 Availability Zones (AZs) across 12 geographic regions in the U.S., Australia, Brazil, China, Germany, Ireland, Japan, Korea, and Singapore. AWS services are trusted by more than a million active customers around the world – including the fastest growing startups, largest enterprises, and leading government agencies – to power their infrastructure, make them more agile, and lower costs.

For more information visit aws.amazon.com

About Connectria

From Fortune 100 enterprises to medium and small businesses, Connectria provides managed cloud, managed services, and compliant cloud security solutions to more than 1,000 global customers. Working as an extension of each customer's IT team, we deliver technology-agnostic solutions consistently, with depth and breadth of engineering expertise, scalable solutions, and speed to market. Our "No Jerks Allowed" philosophy includes flexible terms, straight-forward pricing, and custom solutions. With a culture based on integrity and an unwavering employee commitment to treating every customer with a relentless focus on satisfaction, it's easy to do business with Connectria.



Connect with us today

Talk to one of our IT advisors by calling **800.781.7820** or reaching out to us by email: sales@connectria.com.

