

# How patientNOW Keeps Their Healthcare Clients Safe In The Digital Future

**When you're in charge of transferring sensitive patient information like patientNOW, security is your number one concern.**



The practice of documenting patient records has evolved dramatically over the past decade. Thanks to advances in technology, medical organizations are increasingly shifting away from old printed approaches in favor of digital solutions to streamline their health documentation.

PatientNOW has been a pioneer in that shift from the early days.

Based in Colorado, patientNOW is a leading electronic medical records (EMRs) company that provides IT services to medical offices, labs, hospitals, and other healthcare facilities throughout the US. Over the years, patientNOW has built a reputation for delivering innovative technology that keeps in step with the ever-changing healthcare landscape.

Today, patientNOW's team of 36 IT professionals serve clients from all over the country from their three offices headquartered in Colorado.



## THEIR CHALLENGE

### Rising Consolidation

Economic strain has dramatically shifted the structure of American healthcare since the fallout of the 2008 financial crisis. In a bid to reduce spending, healthcare organizations have increasingly consolidated their operations (through mergers or acquisitions) in the years since.

In response, organizations have needed to adopt new operational approaches to keep them running – including how they approach IT.

patientNOW is deeply familiar with this demand. Where many of their clients \once operated from single locations, today many are spread across multiple facilities.

As a result, the single-server solutions patientNOW used to run their EMR services through were no longer sufficient. They now needed an IT approach to keep their clients connected across multiple locations.

## Increasingly Stringent Regulations

Healthcare regulation in the United States is undeniably complex, touching all aspects of the industry from medical administration to patient privacy (the former falling under the HIPAA Privacy regulation). Today, all patient information sharing must adhere to strict protocols set forth by HIPAA — all of which have become more complex since the widespread adoption of digital file sharing.

As an EMR provider dealing with large quantities of patient data, patientNOW is intimately familiar with HIPAA. Over the years, security has been a primary focus of their delivery.

However, as more of their clients shifted to multi-office set-ups requiring the transfer of digital information between sites, maintaining that level of security delivery has become increasingly complex.



“As the complexity of our clients’ practices increased so too did their IT and data security needs,” said Scott Lawson, patientNOW’s IT Manager.

To maintain their security promise, patientNOW knew they needed a solution that would keep their clients’ data safe regardless of where it was being transferred.

## THEIR SOLUTION

### Secure Multi-Site Data Sharing

Since 2011, patientNOW has counted on CIO Systems’ IT services and security infrastructure to keep their multi-site data safe. Now operating much of their clients’ operations on the cloud, patientNOW uses CIO’s technology as a white-label solution that silently monitors patientNOW’s data transfers.

As a result, patientNOW is able to confidently send their clients’ large and sensitive data packets across large distances knowing the information will keep in step with HIPAA standards.



“With CIO Systems by our side, we can confidently manage our clients’ patient data knowing it will remain safe,” said Lawson

Today, patientNOW counts on CIO Systems for the following IT services:



**Data Management and Back-up:** Overseeing all aspects of patientNOW’s client network to ensure patient data (such as x-rays) are securely backed-up to hardware.



**Patient Data Security:** CIO Systems’ state-of-the-art monitoring systems protect patientNOW and their clients from external threats and unintentional internal leaks while also keep them compliant with HIPPA standards.



**Remote Monitoring:** CIO Systems’ continuous IT security monitoring provides patientNOW with the worry-free knowledge that their clients’ data is being watched and protected at all times.

To see how CIO Systems of Silicon Valley can help streamline your IT, please contact us today.

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