Dentist builds paperless practice & complies with HIPAA Security Rule using an Iomega® NAS Storage Server

Industry: Health-Care

Challenges:
- Storage system must store patient information as well as large dental images
- Need reliable and efficient backup and disaster recovery system
- Comply with HIPAA regulations

Solution:
- Iomega NAS 400m Storage Server
- Iomega Automatic Backup
- HipaaManager Solutions & Services

Benefits:
- Flexible and cost effective storage
- Seamless integration with existing Windows environment
- Integrated security, antivirus and data protection features
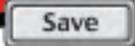- Data backup plan & process to comply with HIPAA Security Rule

Fletcher Dental Care (FDC), a progressive full-service dental care provider serving the community of San Diego, California, installed a nearly paperless medical record keeping system and a digital dental imaging system before opening their doors. As a result, FDC operates at significantly lower costs and with fewer administrators compared to similarly sized practices. This translates into better care provided to the patients at a lower cost to the patient and better profitability for the practice. FDC has multiple fully-networked treatment rooms, a complete X-Ray and intra-oral digital imaging systems as well as a full-skull panoramic X-Ray machine. To maintain its high standards and ensure that the members of the community have access to excellent dental care services, FDC continues to develop strategies to allocate resources efficiently.

INNOVATION SPOTLIGHT
FLETCHER DENTAL CARE STORAGE SOLUTION CASE STUDY

The Iomega NAS 400 series allows growing medical practice to protect, manage & share critical patient information while ensuring complete compliance with stringent HIPAA regulations

SAVE EVERYTHING.™

THE CHALLENGE

In addition to providing quality care to their patients, health care providers face a number of challenges in running their practice. It's common knowledge that health care paperwork accounts for a significant percentage of the high cost of health care. Government regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), are dictating new procedures and policies be implemented to protect the confidentiality of patient information, as well as how long heath care providers must retain their records. Health care providers are relying on IT solutions to address the myriad of new requirements placed on them.

Even before FDC opened its doors for business, Dr. Sukhorukov insisted on an electronic workflow. FDC uses DENTRIX® for practice management and DENTRIX Image® for it's dental imaging system. All patient charts, billing, insurance records and dental images are maintained in the system. All treatment and procedure notes are captured as they are completed in the treatment rooms. No more duplicated work, double entry or missing patient records or images; instead, everything is in one location.

THE SOLUTION

When FDC designed and installed its IT infrastructure, storage was going to be an important consideration. The practice needed a reliable storage solution for patient information, dental images, practice information and backup and disaster recovery processes. Dr. Sukhorukov, approached HipaaManager™/Innovapp, a provider of technology and HIPAA compliance solutions, to explore storage options. HipaaManager/Innovapp quickly assessed FDC's needs and identified the Windows Powered Iomega NAS server as an ideal solution. "The Iomega NAS met all of our requirements for reliability, availability, ease of management, connectivity and integrated security," Dr. Sukhorukov says.

Fletcher Dental Care purchased a Windows® Powered Iomega NAS 400m server from HipaaManager. The server features an optimized version of the Microsoft ® Windows 2000 operating system, 320 gigabytes (GB) of RAID-redundant storage across four hot-swappable

hard drives, native support for Active Directory® service, dual network interface cards (NICs), and several value-added software features, including a Web-based user interface, Persistent Storage Manager, and Iomega management utilities and backup software.

The unit was added directly to FDC's practice management and dental imaging system to provide immediate storage capacity. The DENTRIX system stores all of the office's patient files and dental images in a central location on the NAS server so the dentists, assistants and office staff responsible for patient care or administration have immediate access to the information.

THE BENEFITS

Because the DENTRIX practice management and dental imaging system is the backbone of FDC, reliability and availability are critical. Three key features of the Iomega NAS convinced FDC that this solution would meet its requirements for reliability and availability:

- Hot-swappable disk drives enable technicians to replace a disk drive while the system continues to run. "The hot-swappable disk drives are an especially valuable feature of the Windows Powered Iomega NAS," Dr. Sukhorukov says. "Shutting down the NAS server is not an option. We use a RAID 5 configuration, so one disk drive out of the four can go out, and the NAS keeps running. Hot-swappable disk drives mean we can switch out a bad one without having to take down the whole system. We just pull the disk drive out and slide in a new one."

- Point-in-time snapshots of the data are stored on the Iomega NAS, providing disk-to-disk backup and recovery solution.

- Dual Network Interfaces Cards (NIC) provide load balancing for improved data transfer performance. NIC teaming and Ethernet failover ensure continuous data access even in the event of a NIC failure.

> **Installing and configuring the Iomega NAS server in our environment happened quickly and without any problems**
>
> — Dr. Sukhorukov.
> Fletcher Dental Care

HIPAA Security Regulation Compliance

The HIPAA Security Rule is far reaching, and sometimes confusing, with 19 standards and 42 specifications to consider. The documentation requirement is daunting and no specific guidance is provided to address requirements. Limited resources and security expertise around HIPAA makes compliance an expensive proposition for many small to medium sized healthcare providers.

Installing the Windows Powered Iomega NAS 400m server provides the foundation for FDC's backup and disaster recovery plan to comply with the Technical Safeguards portion of the HIPAA Security Rule.

Seamless Integration with Existing Systems

The optimized version of the Windows 2000 Server operating system on the Iomega NAS integrates seamlessly with FDC Windows®–based infrastructure. "Installing and configuring the Iomega NAS device in our environment happened quickly and without any problems," says Dr. Sukhorukov.

Integrated Security

Tight security is imperative when working with confidential patient information—especially in light of HIPAA regulations. The Iomega NAS 400m provides FDC with improved security by offering a thoroughly tested, comprehensive, and unified operating system. Users access network resources through a single sign-on, and administrators can use powerful and consistent tools to manage security services for users, patient care and billing processes, and also means less user frustration and lower labor costs.

Low Total Cost of Ownership

FDC has saved significant costs through productivity improvements. With the Iomega NAS, users easily access information, patient records and dental images to expedite patient care and office processes, which means less user frustration and lower labor costs.

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