



STAY HIPAA COMPLIANT WITH STRATOSPHERE

For organizations in the healthcare industry that must comply with the Health Insurance Portability and Accountability Act (HIPAA), Stratosphere Networks has you covered. We understand keeping protected health information secure is a top priority for health plans, healthcare clearinghouses, and healthcare providers that qualify as covered entities under HIPAA.

STRATOSPHERE'S UNIQUE VALUE FOR THE HEALTHCARE INDUSTRY

Our experience in Healthcare IT:

All members of our team have received training in line with HIPAA requirements and handling of PHI.

- Provide your organization with managed security services while adhering to industry regulations.
- One of the few IT providers that is HIPAA compliant and can tailor its services to small businesses.
- Deep cybersecurity portfolio that is especially useful for the healthcare field.
- Complement in-house IT or provide comprehensive IT services.
- Managed next-gen firewall and WiFi.
- HIPAA compliant cloud phone systems.



Problem resolution for critical line of business applications:

- Electronic health record (EHR) and electronic medical record (EMR) software
- Insurance provider and payer software
- Self-service prescription solutions
- Mobility and wireless solutions
- Appointment reminder and scheduling solutions
- Nurse call notification and integration

HIPAA COMPLIANT

Stratosphere Networks is an IT managed service provider focused on delivering comprehensive technology services and solutions that meet and exceed the always-changing, diverse business needs for all types of industries. Stratosphere Networks has continually evolved to meet the growing needs of our clients. Our fully staffed Network Operations Command Center based in Chicago, Illinois provides full maintenance services and support ranging from desktop support, business continuity, disaster recovery, remote and on-site support, proactive network monitoring and ongoing maintenance services.



CASE STUDY: ONLINE PHARMACEUTICAL RETAILER CASE STUDY

IT SUPPORT COVERAGE PLAN

Comprehensive managed IT security services (including threat management and firewall management).

COMPANY BACKGROUND

The client is a nationwide mail order pharmacy and fulfillment company.

BUSINESS CHALLENGE

The pharmacy needed to achieve compliance with healthcare regulations like the Health Information Technology for Economic and Clinical Health (HITECH) Act. They also lacked on-site IT support.

THE STRATOSPHERE SOLUTION

Stratosphere provided the client with comprehensive and reliable managed IT services and support to ensure security and compliance. These solutions include threat management (which encompasses Web and log management) and firewall management (which involves proactive monitoring, remote/onsite support, and port management). In addition to managed IT security services, the Stratosphere team administers ongoing control audits and regular IT device updates, serving as a business associate/advocate for the pharmacy.

On top of those IT services and solutions, Stratosphere also obtained the client's primary and secondary Internet connections from diverse carriers and consulted with them and obtained their cloud unified communications solution.

Finally, the solutions the client received included a platform that allows for call tracking, call attribution, and other insights related to voice channel analytics.

BENEFITS

Stratosphere's support, services, and solutions have benefited the pharmacy in numerous ways. Here are some of the services and advantages we've provided for them:

- Compliance with healthcare regulations
- Remote 24/7/365 proactive monitoring
- Managed security detection and response (MDR)
- Centralized management of IT infrastructure
- Reduced risk of data breaches and protection from cybersecurity threats with managed IT services
- Access to call analytics that allows for more effective customer service



Stratosphere Networks is an IT managed service provider focused on delivering comprehensive technology services and solutions that meet and exceed the always-changing, diverse business needs for all types of industries. Stratosphere Networks has continually evolved to meet the growing needs of our clients. Our fully staffed Network Operations Command Center based in Chicago, Illinois provides full maintenance services and support ranging from desktop support, business continuity, disaster recovery, remote and on-site support, proactive network monitoring and ongoing maintenance services.