



## Speed the Sharing of Patient Information to Speed the Delivery of a Diagnosis

**Improving information sharing between internal and external healthcare professionals while keeping patient data private**

### Setting

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The nationwide effort to digitize patient medical records is making it easier for healthcare professionals to collaborate on diagnosing a patient's condition, and beginning a course of treatment. When the patient is a child, anxious parents want that process to begin as soon as possible.

Consider this scenario: A child arrives at a rural urgent care facility, and the initial diagnosis is a potential heart condition. The physician orders a pediatric electrocardiogram (ECG) to measure the electrical activity and rhythms of the child's heart. Unfortunately, there isn't a pediatric cardiologist on site to read the results. The closest specialist is a day's drive away. The last thing the doctor wants to tell the parents is that they will have to wait a couple of days for the results.

That is why one of the nation's top children's hospitals, which serves the entire Pacific Northwest region, decided to investigate how it could expedite the delivery of pediatric ECG test data it receives from more than 60 medical sites scattered across four states.

### Challenge

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Once the ECG is completed, the facility needs to deliver the results to a specialist. Traditionally, that required sending the results via courier, or even resorting to the tedious process of burning a disc that the parents would have to bring with them to a follow-up appointment with the specialist at the urban hospital.

If however the condition is potentially life threatening, a timely reading and diagnosis is critical. Therefore the faster the hospital can receive the test results, the faster the specialist can make a diagnosis. And that leads directly to improved patient care and potentially saving a life.

### Solution

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The hospital deployed Accellion's secure file sharing platform, kiteworks, to enable medical staff at remote locations to automatically and securely share ECG reports with geographically dispersed physicians and specialists.

Now, medical staff in remote facilities log into a secure web page and attach the file containing the ECG results. That file is electronically submitted by Accellion's Automation Agent into the hospital network's ECG management system and available for a pediatric cardiologist's analysis and diagnosis.

Once the specialist completes his or her analysis of the ECG results, a PDF is uploaded to kiteworks and the original sender is notified in real-time via Automation Agent that the report is available for review. This automated workflow has key benefits: it removes manual steps that are time consuming, reduces the risk of human error, and speeds diagnosis and delivery of care.

This ease of secure and timely file sharing extends beyond physicians and their patients. The hospital uses the kiteworks Microsoft Outlook plug-in to enable internal departments to easily send secure attachments without leaving their email windows. So now when employees in Finance or other departments compose a new email and want to attach a file, the kiteworks button in the corner of their screen serves as a constant reminder that secure file sharing is just a click away. The plug-in enables both the attachment and the email to be securely uploaded to the kiteworks server, then delivered within a secure link without delay.

Accellion kiteworks provides healthcare organizations and their valued partners throughout the region the ability to easily share files internally and externally, while keeping protected health information and other sensitive data safe.

The Federal Risk and Authorization Management Program (FedRAMP) is a risk management program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

The goal with FedRAMP is to help the Federal Government quickly, rigorously, and consistently assess the security capabilities of cloud solutions that are used or are being considered for use by federal agencies and ultimately increase cloud adoption across the Federal Government.

Accellion became a FedRAMP Authorized cloud solution in June 2017. The extensive process involved thorough documentation of Accellion's security processes, assessments of related systems, creation of a System Security Plan, and training and certification of Accellion employees who have access to the FedRAMP environment. Led by Accellion's Vice President of Technical Services, Frank Balonis, Accellion assembled a team of security and IT experts to prepare for FedRAMP authorization. As part of the authorization process, Accellion had to achieve 425 controls in personnel, IT, and physical security.

In order to retain FedRAMP Authorization status, Accellion undergoes continuous monitoring, vulnerability scanning, and annual audits of our controls. These audits are performed by a Third Party Assessment Organization (3PAO), which is also FedRAMP Authorized.

Accellion kiteworks is available to Federal Government clients in isolated environments on Amazon Cloud. Private sector businesses have the option of an on-premise private, hybrid cloud, or hosted public cloud deployment.

The kiteworks FedRAMP package features:

- Separate customer virtual private cloud (VPC) for all processing
- Dedicated servers
- Data isolated from all other customers
- Encrypted file storage and transfer
- Remote wipe for all mobile clients
- Reporting and audit trails
- Continuous monitoring for intrusions and other threats
  - Includes vulnerability and penetration scanning as well as rigorous, proactive remediation, plan of action and milestones for remediation tracking

Deployment flexibility, numerous security capabilities, FIPS 140-2 Level 1 validation and finally FedRAMP authorization enable organizations to comply with several industry and government regulations, including ITAR, SOX, HIPAA (with signed BAA), SOC2, and PCI DSS Level 1. ISO27001, ANSSI, and CJIS.

**For more information, please visit:  
<https://www.accellion.com/healthcare>**