

# Disaster Recovery & Data Management Services

Signal Creek  
Technology

A massive effort is underway to modernize health care by making all health records standardized and electronic. The goal is to computerize all health records within five years. Only about 8% of the nation's 5,000 hospitals and 17% of its 800,000 physicians currently use the kind of computerized record-keeping systems that are envisioned. Through a partner, Signal Creek Technology works with one of the nation's largest providers of health care management systems to assure that their member clinics and hospitals always have access to their data.

**Case Study: Health Care Data Management and Disaster Recovery.** This customer provides integrated products and services that meet Information Technology needs in the community hospital setting. Their mission is to put clinical and financial information at the fingertips of hospital staff. Without this type of assistance, most small, rural hospitals across the country would lack the capital to take advantage of information technology on their own.

**The Problem:** Getting electronic records up and running is a very technical task. Ensuring the privacy of patients' records in a computer network is problematic. There are obvious concerns about security, intrusions, and system failures. And new online health record systems are not currently subject to the Health Insurance Portability and Accountability Act, the national health privacy law. HIPAA was never intended for the digital age, because the laws didn't fully anticipate the emergence of Web-based records.

**The Solution:** Signal Creek assures that the customer has the disaster recovery capability to always recover data and records. We monitor systems in multiple states and proactively look for problems across the enterprise. We have installed technology that allows the customer to efficiently move data from primary locations to secondary sites in an encrypted, secure manner.

**The Result:** Our mutual customer is one of the largest providers of technology to rural hospitals in the United States; supported by Signal Creek, they continue to grow without being constrained by their record management infrastructure. From our Partner's perspective, with the support of Signal Creek, our partner is able to offer an expanded set of professional services, and has grown a meaningful healthcare technology practice that attracts new customers and strengthens vendor relationships.

For more information on Signal Creek's  
Disaster Recovery & Data Management Services:

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