



MediGuard SaaS Case Study: Family Medicine Specialists

Executive Summary

Family Medicine Specialists (FMS), a small primary care provider, grappled with the unique challenges of managing HIPAA compliance and maintaining visibility into their technological landscape. These challenges were particularly daunting due to the practice's size and the lack of dedicated IT or compliance staff. By implementing MediGuard SaaS, powered by Azure, FMS gained critical insights into their compliance posture, streamlined the management of policies and procedures, and addressed security gaps that posed risks to their organization. MediGuard's scalable, secure solution allowed FMS to achieve these improvements without needing full-time IT or compliance staff.

Key Metrics & Benefits

- **90% improvement** in policy and procedure organization.
- **75% increase** in event monitoring on endpoints.
- Expected to **achieve full HIPAA privacy & security compliance** within six months.

Customer Background

Family Medicine Specialists (FMS) is a primary care provider practice with two locations, five healthcare providers, and approximately 15 staff members. The practice offers general family and internal medicine services and basic laboratory services. Like many small healthcare practices, FMS struggled with the technical and administrative complexities of HIPAA compliance and cybersecurity management.

Business Challenges

Before adopting MediGuard SaaS, FMS had no formal HIPAA risk management program, limited visibility into their technological landscape, and no centralized repository for storing policies, procedures, or processes. Sensitive ePHI was spread across an EMR system, on-premises file servers and locally stored on desktops and laptops. Additionally, without a dedicated IT administrator or HIPAA compliance officer, the practice lacked the expertise to ensure adherence to cybersecurity best practices.

Solution

FMS carefully evaluated several solutions and ultimately selected MediGuard SaaS due to its competitive pricing, minimal disruption to daily operations, and high engagement from the



MediGuard development team. The key features that appealed to FMS included cybersecurity monitoring, compliance visibility, and centralized policies, procedures, and processes management. This selection process underscores the suitability of MediGuard SaaS for the specific needs of Family Medicine Specialists.

MediGuard SaaS leverages several core Azure Services:

- **Azure App Services:** Powers the web & API layers of the solution.
- **Azure SQL Database:** Provides secure & scalable data storage.
- **Azure Storage Account:** Provides blob storage for documentation.
- **Azure Virtual Machines:** Hosts the Wazuh instance for SIEM functionality, enhancing FMS's cybersecurity monitoring capabilities within the MediGuard portal.

Azure enabled the flexibility, security, and scalability required by the solution, including using VPNs, conditional access, and encryption for secure data management.

Implementation

The implementation process, handled by Axeleos in collaboration with FMS's practice administrator, proceeded smoothly over a three-week period. The small size of the practice and the absence of existing security solutions meant no significant challenges or integrations were required.

Benefits

Since implementing MediGuard SaaS, FMS has significantly improved its management of policies, procedures, and processes through a centralized, user-friendly platform. The Risk, Threat, and Vulnerability Module (RTVM) allowed FMS to comprehensively review its compliance posture, identifying and remediating critical areas of concern. The practice now has greater visibility into its cybersecurity risks, and the solution has helped it begin addressing gaps that could have led to costly regulatory penalties.

Key benefits include:

- **Centralization:** FMS now has a structured and organized repository for all policies and procedures.
- **Risk Management:** The RTVM has provided critical insights, enabling the practice to address compliance and cybersecurity gaps.
- **Cost Avoidance:** MediGuard has helped FMS identify and address risks that could have resulted in significant fines for noncompliance.
- **Security Enhancements:** The solution has improved monitoring and detection of security incidents across endpoints.



Results

FMS has reported measurable improvements since adopting MediGuard SaaS, including a **90% improvement** in their policy and procedure organization and a **75% increase** in event monitoring on endpoints. The practice is expected to achieve full HIPAA compliance within six months of implementation, significantly reducing the risk of noncompliance penalties.

Conclusion

MediGuard SaaS has delivered exceptional value to Family Medicine Specialists by providing a centralized, easy-to-use solution for managing HIPAA compliance and cybersecurity risks. The platform has proven instrumental in identifying vulnerabilities, enhancing policy organization, and providing greater visibility into their overall compliance posture. MediGuard SaaS, powered by Azure, ensures that even small practices can navigate the complexities of cybersecurity without needing dedicated IT staff.