

The Organization

The Bone and Joint Clinic, P.C.
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The Challenge

A cost-effective, flexible infrastructure to combat security threats, protect private data, improve efficiency and build a secure foundation for the future.

The SonicWALL Solution

SonicWALL PRO Series appliance with 200 VPN clients at the central location and multiple TZ Series appliances enable site-to-site connections with remote offices. GMS with ViewPoint software for centralized management, reporting and auditing.

The Results

- Reduced costs by changing from T-1 lines to high-speed VPN tunnels for secure transmission of sensitive data
- Eliminated redundant data entry by supplying remote access to central applications through terminal servers
- Demonstrating HIPAA compliance with documentation provided through GMS/ViewPoint reporting
- Improved flexibility for physicians and staff with remote patient administration
- Reduced IT management costs with SonicWALL GMS, saving time and engineering resources

iNet Strategy/SonicWALL Solution Helps Orthopedic Group Leverage Technology Innovations

Medical groups depend on robust technology infrastructures to keep them in the forefront of their discipline. Now more than ever, many practices are investing in core technologies to support new computerized services that improve efficiencies and reduce costs.

“Rather than increasing our number of exam rooms, it is more important to add applications like PACS (Picture Archive Communications Services) and EMR (Electronic Medical Records),” says Duane P. Murray, CEO of The Bone and Joint Clinic. “We’re laying the groundwork now to enable future decisions and capabilities as they evolve.”

Established 25 years ago, The Bone and Joint Clinic, P.C. is an orthopedic group practice that serves Central Tennessee. Today, the clinic provides clinical orthopedic services from a centralized private facility in Franklin, Tennessee to 300 patients a day, offering treatments ranging from arthritis therapies to hip replacements. The organization has nine doctors and 100 total staff members, with plans to expand in the near future.

SonicWALL Reduces Cost and Improves Efficiency

The Bone and Joint Clinic worked with its outsourced information technology (IT) partner, iNet Strategy, to upgrade their technology infrastructure. They deployed a SonicWALL PRO Series security solution with 200 virtual private network (VPN) clients at the central location and TZ 170 Series appliances at multiple remote locations to enable secure connections between the clinic’s surgery center and Magnetic Resonance Imaging (MRI) facility, local hospital, physicians’ homes, administrative offices and more.

The SonicWALL solution immediately eliminated the time and cost associated with redundant data entry of patient information. The staff now accesses a central application to enter information one time, reducing time, errors and improving the overall efficiency of the organization.

“We need strong internal security systems to combat increased security threats from the Internet,” Murray comments. SonicWALL appliances secure connections to remote facilities so clinic staff access patient charts through VPN tunnels. In addition to internal staff, the clinic has equipped an outsourced account auditing service partner, who uses a VPN connection to access patient billing records to collect past due accounts.

The Bone and Joint Clinic, P.C.

"With SonicWALL, I no longer encounter remote-access issues. And I know the solution is providing the protection I need, so I don't worry about security threats."

*—Duane P. Murray, C.M.P.E.
Chief Executive Officer
The Bone and Joint Clinic, P.C.*

SonicWALL Benefits

Superior performance and reliability with SonicWALL's ICSA-certified, deep packet inspection firewalls.

Secure remote access with SonicWALL's IPSec-compliant VPN.

Secure data transmission over SonicWALL VPN tunnels utilizing 3DES/AES encryption technology.

Centralized management and monitoring with SonicWALL GMS, which includes ViewPoint graphical reporting to turn log files into meaningful reports.

Improved availability with SonicWALL's TZ 170 SP firewall/VPN appliances with integrated and automated failover and failback capabilities to support both broadband and dial-up connectivity.

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Security, Scalability and Ease of Maintenance

When contemplating the upgrade, iNet Strategy studied various alternatives and recommended SonicWALL over a similar solution from NetScreen. "There is not another security appliance on the market that offers as much flexibility as the SonicWALL PRO Series," explains Robert Morris, President and CEO of iNet Strategy. "It offers great scalability, which is important because viruses and other Internet-based attacks are indiscriminate. They threaten small offices as often as large enterprises, so small offices need the same security features, scaled to meet their budgets."

In addition to SonicWALL appliances, the clinic deployed Content Filtering Service and Network Anti-Virus protection, forming a layered approach to meeting their security needs. "We want to ensure that employees are not accessing inappropriate sites that would impact productivity or present potential legal liabilities," explains Murray. "It is good to know that we have the pieces in place to maintain a clean work environment."

iNet Strategy also uses SonicWALL Global Management System (GMS) to provide outsourced management of the entire SonicWALL solution. "SonicWALL GMS keeps the network protected by automatically enforcing anti-virus and content filtering updates across the entire system," says Morris. "This saves a lot of time for us and reduces the support cost to the clinic, because our network engineers no longer have to go onsite for routine updates."

With SonicWALL GMS/ViewPoint software, iNet also provides detailed reports, documenting bandwidth usage and alerts, logging system maintenance information, and helping the clinic maintain their records and demonstrate compliance with the Health Insurance Portability and Accountability Act (HIPAA). The Bone and Joint Clinic also utilizes this documentation to monitor internet bandwidth usage (for circuit growth estimates) along with network and system documentation from iNet to round out their disaster recovery plan.

Going Digital

After three years of having chartless exam rooms, The Bone and Joint clinic is taking the next step toward becoming a paperless organization, by implementing PACS filmless imaging. "We see further growth into digital imaging, with the ability to pull up scanned images from home, another facility or wherever they are needed," says Murray.

The Investment Pays Off

"VPN technology provides a lower cost alternative that has saved us thousands of dollars a year by eliminating the need for direct connections," says Murray. "We no longer use T-1 connections between locations."

Another benefit of the VPN is flexibility for physicians. Doctors maximize their productivity by seeing as many patients as possible during the day. With the SonicWALL solution, physicians can now securely access pertinent information in order to dictate and update charts from home. This allows them to leave the office earlier, thereby contributing to their quality of life.

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