### Overview

Customer: Cedar Grove Family Health

Employees: 24

- 4 physicians
- 2 nurse practitioners
- 3 registered nurses
- 1 office manager
- 8 front desk/admin staff
- 6 part-time staff (billing, records, IT support)

Patients: ~3000 active patients

### Services offered:

- General family medicine
- Pediatric care
- Women's health and prenatal services
- Basic lab testing and vaccinations
- Telehealth appointments

High level system architecture:

# 1. Electronic Medical Record (EMR) System

- Hosted in the cloud (e.g., AWS or Azure)
- Used for storing patient health records (ePHI)
- Accessed by staff via secure login

#### 2. Patient Portal

- Web-based
- Allows patients to:
  - View records
  - Schedule appointments
  - Message providers
- Tied to the EMR system

## 3. Telehealth Platform

- Integrated 3rd-party vendor (e.g., Doxy.me)
- Used for video visits and remote consultations

## 4. On-Premises Network

- Clinic has a small server closet with:
  - o Firewall and router
  - Wi-Fi access point (staff and guest network separated)
  - o Workstations at each exam room and front desk
- Local file server for internal docs (not ePHI)

# 5. **Billing Software**

- Web-based SaaS tool
- Connected to EMR for claims submission
- Managed by 3-person billing team

# 6. Email & Productivity

- Microsoft 365 for email and document collaboration
- MFA enabled for all staff
- Email encryption for messages containing ePHI