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

1. **Patient Portal**

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

1. **Telehealth Platform**

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

1. **On-Premises Network**

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

1. **Billing Software**

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

1. **Email & Productivity**

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