



Nolensville Family Medicine: Using LiveVault to Relieve the Pain of Backup

A LiveVault Customer Case Study

HIPAA Regulations Require Reliable Data Protection

Nolensville Family Medicine is a 13-person medical practice based in Nolensville, Tennessee, a suburb of Nashville. Nolensville Family is a state-of-the-art medical practice and is now maintaining its patient records, claims and appointments electronically.

Like all medical practices, Nolensville Family is overseen by the U.S. Department of Health and Human Services, and needs to comply with HIPAA regulations. These guidelines require that all electronic data be backed up and recoverable in the event of a disaster.

Nolensville Family's Previous Backup Plan Flunked Its Physical

Until recently, Nolensville Family used tape-based backup to protect its data. Unfortunately, this form of data protection did not adequately meet HIPAA regulations, as it was unreliable and could not ensure that the company's data would be fully recoverable in the event of a disaster.

"Tape was such a hassle for us," said Cissy Mangrum, practice manager for Nolensville Family Medicine. "Oftentimes when we backed up data, we would get an error message, or later find out that the tape didn't back up correctly. Under HIPAA, we are required to have a backup system that is completely recoverable. Tape just wasn't cutting it."

LiveVault the Right Medicine for Backup Woes

Nolensville Family looked for a new way to protect its data and was referred to American Technology Group (ATG), a Tennessee-based company that works with businesses to implement backup and recovery solutions. ATG introduced Nolensville Family to LiveVault, an online backup and recovery service that is the first and only product to seamlessly couple network- and disk-based backup and recovery to create a complete and fully automated data protection system.

"Once we saw how LiveVault worked, we knew it was the perfect solution for our business," said Mangrum. "LiveVault easily backs up our data and guarantees the recovery of it, putting our minds at ease over complying with HIPAA."

LiveVault automatically and continuously backs up Nolensville Family's server data via a secure Internet connection. The data is then stored in a secure offsite facility,



where it is available for immediate – and guaranteed – recovery in the event of a system failure, virus, human error or other disaster.

Security Measures Ensure Health of Data

LiveVault helps Nolensville Family comply with HIPAA regulations by offering a backup method that is fully recoverable in the event of a disaster and keeping data secure by encrypting it and storing it in an offsite facility.

LiveVault also grants administrative rights to Nolensville Family, so that only selected people in the office are able to restore data from offsite. This ensures that the practice's patient records will not get into the wrong hands.

When Nolensville Family needs to restore its data, either Mangrum or the medical practice's doctor, Dr. John Thompson, is able to log on to the LiveVault Web interface to see a copy of the server directory. Mangrum or Dr. Thompson can then click on the files to be restored, and the restore process begins immediately. In the event of a site disaster, such as a fire or flood, Nolensville Family can have its data restored to a server at a different location.

"No matter what happens to our server, LiveVault ensures that our data is always safe and recoverable," said Mangrum. "That not only gives us peace of mind, but is also reassuring to our patients, as they know their medical records are always protected."

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