



EMPOWERING PEDIATRIC HEALTHCARE WITH SECURE, SCALABLE IT SOLUTIONS

CLIENT OVERVIEW

Founded in 2006, Willamette Falls Pediatric Group [WFPG] emerged when Dr. Christina Grucella took over a former OHSU satellite Group, transforming it into a thriving pediatric practice. Today, WFPG operates three groups across Oregon City, Canby, and West Linn, with six providers and approximately 28 employees serving patients from infancy through young adulthood. With 40% of their patient base on Medicaid, WFPG demonstrates an unwavering commitment to accessible pediatric care.

CRITICAL INCIDENT

A significant data breach highlighted the need for enhanced security measures and prompted a comprehensive review of their technology infrastructure.

CHALLENGES

When Dr. Christina transitioned from practicing pediatrician to business owner, she faced multiple challenges:

- 1 No previous business management experience
- 2 Need for complete business infrastructure setup
- 3 Requirements for HIPAA-compliant technology systems
- 4 Complex integration needs across multiple locations

GROWING OPERATIONAL DEMANDS

- 1 Transition from paper to electronic health records
- 2 Integration of new locations
- 3 Support for rotating staff across multiple sites
- 4 Rising cybersecurity concerns
- 4 Data security requirements for remote work capabilities

SOLUTION

CTS partnered with WFPG to implement a comprehensive technology transformation:

Infrastructure Modernization

- Migration to cloud-based systems through SkyDesk365
- Consolidation of server infrastructure
- Implementation of RingCentral phone systems
- Integration of electronic health records across locations

Security Enhancement

- Deployment of Microsoft Business Premium security features
- Implementation of Fortify cyber-hardening solution
- Enhanced email security protocols
- Multi-factor authentication implementation
- Comprehensive data protection measures

Secure Work Enablement

- Secure remote access setup for all staff
- HIPAA-compliant work-from-home solutions
- Virtual desktop infrastructure deployment with SkyDesk365
- Seamless multi-location access capabilities

Secure Work Enablement

- Regular weekly check-ins with dedicated support team
- Rapid response to technical issues
- Personalized IT support across all locations
- Strategic technology planning and consultation

Having people we've known for years, who understand our needs and challenges, makes all the difference in healthcare IT support. We've looked at other options, but the personalized service and understanding of our unique needs keeps us committed to this partnership.

— Dr. Christina Grucella, Founder, WFPG

KEY OUTCOMES

The WFPG and CTS collaboration led to significant achievements:

- ✓ **Operational Efficiency**
 - Seamless workflow across all three locations
 - Reduced IT-related disruptions
 - Streamlined billing processes
 - Enhanced communication between staff and providers
- ✓ **Security and Compliance**
 - Strengthened HIPAA compliance measures
 - Improved data protection protocols
 - Enhanced security awareness
 - Regular security updates and monitoring
- ✓ **Staff Flexibility and Satisfaction**
 - Support for hybrid work arrangements
 - Improved work-life balance options
- ✓ **Business Continuity**
 - Uninterrupted service during COVID-19
 - Quick adaptation to emergency situations
 - Ability to rapidly integrate new locations
 - Resilient infrastructure during system transitions

LOOKING FORWARD

WFPG continues to evolve their technology infrastructure with several key initiatives:

Near-Term Goals

- Further reduction of paper-based processes
- Enhanced secure communication systems
- Streamlined patient intake procedures
- Additional security hardening measures

Long-Term Vision

- Continued technological innovation
- Enhanced patient care delivery
- Improved operational efficiency
- Sustained focus on staff support and satisfaction

WHY COVENANT?

- **Personalized Service:**
 - Long-term relationships with support staff
 - Understanding of unique healthcare requirements
 - Flexible financial arrangements during challenging times
 - Proactive problem-solving approach

- **Technical Expertise:**
 - Healthcare-specific IT knowledge
 - HIPAA compliance expertise
 - Cloud migration experience
 - Cybersecurity specialization



GET STARTED WITH US

Embark on your journey to comprehensive cybersecurity with **Covenant Technology Solutions**. Contact us today to learn how our collaborative approach can safeguard your business now and in the future.

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