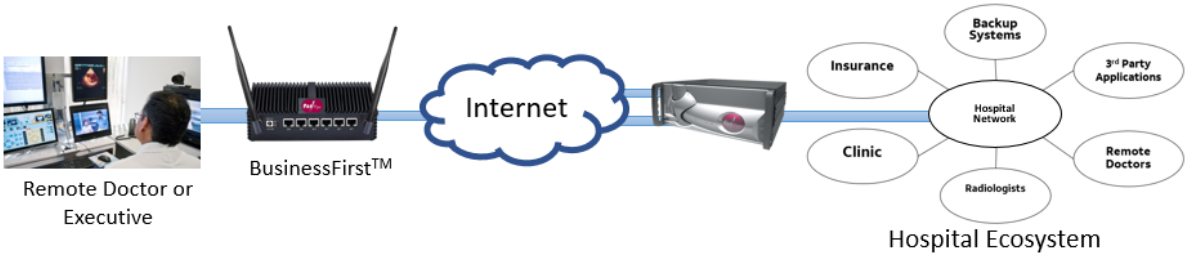
CASE STUDY: TELEMEDICINE COMMUNITY HOSPITAL

A Community Hospital Uses FatPipe BusinessFirst™ to Deliver Secure and Reliable Telemedicine to its Patients

A US-based hospital has recently added FatPipe BusinessFirst™ and WARP to their network to prepare for telemedicine in the time of COVID. With physicians working remotely due to COVID, there was increased strain on the network. Additionally, doctors connected to the hospital network over a VPN from an unsecured connection. This raised concerns about the network's ability to remain available during mission-critical times and keep patient information secured.



SOLUTION OVERVIEW

SITUATION

The hospital currently has two ethernet internet lines, but the lines aren't load balanced and take time to come back up once one line fails. There is excess strain and new security risks with telecommuting doctors.

SOLUTION

The hospital installed FatPipe WARP with SmartDNS to load balance and maximize bandwidth. FatPipe BusinessFirst™ was provided to doctors for remote telemedicine and reading radiographs.

BENEFITS

Using FatPipe, the hospital can be confident that the network can cope with the additional workload. The hospital maximizes its bandwidth and ensures no information is lost if one line fails. Finally, patient data is encrypted and securely transmitted, preventing network intrusions from violating patient privacy.

All of the remote doctors have VPN access to the network and the internet 24/7, which is especially important due to remote work. There is external access to the hospital's secure Intranet for workers to ensure that patients receive the treatment they need.

The current connections comprise of two separate ethernet connections that are not load balanced nor offer any redundancy should a line fail. FatPipe provides load balancing and automatic failover through its WARP SmartDNS product to address this flaw. Sessions are not dropped, even if there is line failure. This is important for doctors working on sensitive procedures where automatic failover is critical and down minutes could be the difference between life and death. VoIP connections to ambulances and connections to Medicare/Medicaid are maintained.

After installing FatPipe BusinessFirst™:

- Doctors can access patient files remotely and securely through FatPipe's encrypted VPN and network monitoring
- Doctors don't have to worry about dropped connections while communicating with patients due to unstable consumer internet lines with the additional 4G/LTE failover
- Bandwidth allocation is prioritized for the doctor's mission-critical traffic, ensuring children streaming doesn't interfere with their network connection
- With Zero-Trust Networking capabilities, FatPipe prevents any compromised networks from transmitting the viruses back to the hospital's network.
- Port Segmentation hides the hospital network from all other computers connected to the network, ensuring data privacy

The solution also makes it easy for the hospital to add further network connections and move doctors to telemedicine roles, without the need for major changes to the infrastructure. The "set it and forget it" nature of the FatPipe solution means that the IT department can focus on more important strategic issues.

FatPipe Networks • 392 E Winchester St, Salt Lake City, UT 84107 • www.fatpipeinc.com
info@fatpipeinc.com • Tel: 800.724.8521 • 801.281.3434 • Fax: 801.281.0317