Customer Case Study
Telehealth

The Situation

A telehealth company is growing rapidly to meet patient demand. Their staffing model uses a network of thousands of contractor clinicians spread out across the U.S. in home-based or private offices. As a healthcare provider, securing sensitive patient data is mission critical. Fast and efficient clinician onboarding is key to scaling the business and keeping up with demand.

The Challenge

This organization initially considered two paths for a secure clinician platform:

- Purchasing, configuring, and shipping laptops to clinicians
- Desktop-as-a-Service (DaaS) that clinicians access from their personal computers

The first option might satisfy their security needs, but was far too costly, slow and labor-intensive to meet their growth goals. Supply chain disruptions in the computer industry meant significant delays for new clinicians getting their laptops. This option was not going to work.
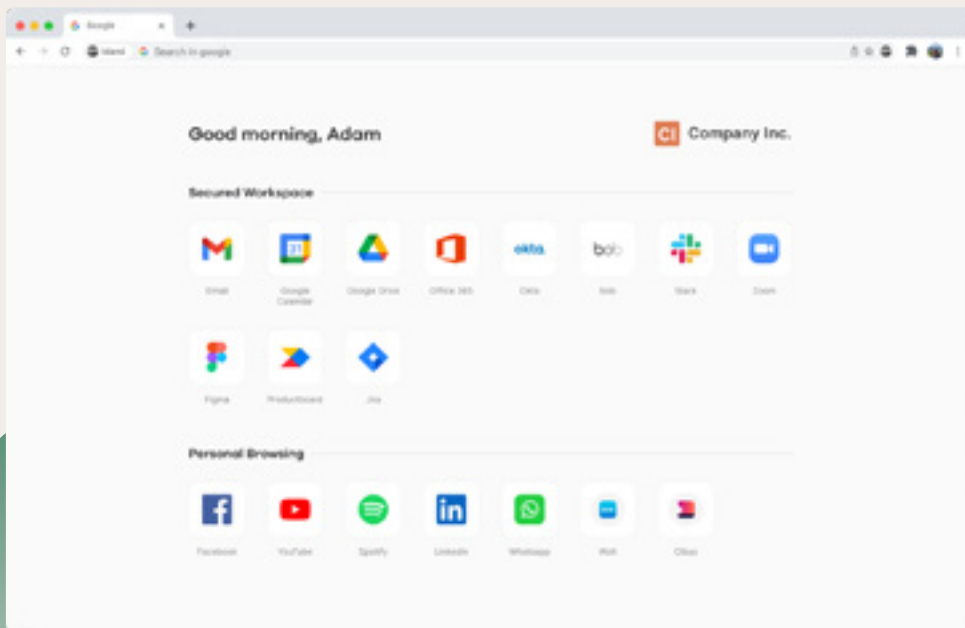
The DaaS option might meet some security needs and their onboarding goals, but at a significant cost. The licensing and operational expense for a large DaaS implementation wouldn't fit their cost model, putting pressure on the price point for patients seeking healthcare services. This option was technically feasible, but not aligned with the goals of the organization. As a disruptor to legacy healthcare delivery themselves, this organization looked for a better option. And they chose the Island Enterprise Browser.

The Island Solution

The Enterprise Browser offered the fastest onboarding experience for clinicians and delivered all the controls needed to protect patient data. During onboarding, the clinician installs the enterprise browser on their computer and logs in with their credentials. The browser opens to a customized home screen with immediate access to all the apps they need to see patients and deliver care.

Patient data is safe and secure, with last-mile controls to prevent any data from leaving the electronic health record system. Printing, screen capture, even copy & paste is disabled when a clinician is interacting with patient data to prevent the loss of protected health information. If they leave the browser open and step away, the window automatically locks after two minutes and all browser data is fully wiped after every session, ensuring that prying eyes cannot take advantage of unattended workstations.

The Enterprise Browser provides robust activity logging–without disclosing any patient data–that is critical for supporting a large and dynamic workforce of contractor clinicians. The detailed logs are sent to their SIEM, providing better visibility than the DaaS solution could offer. Offboarding a clinician is simple and immediate: as soon as their credentials are deactivated, their Enterprise Browser access stops. Since no patient data was ever allowed to leave the browser, there's no residual data to clean up.

The Decision

The choice for this telehealth company was clear: Island provided a superior solution than DaaS at a significantly lower cost. Choosing Island aligned with their goal of offering healthcare services to patients at a dramatically lower cost compared to a traditional in-person practice. The clinicians enjoy the simplicity and efficiency of working within the Enterprise Browser and the operations staff who support them get far fewer support calls. With Island, clinicians connect with their patients securely and the technology gets out of the way.

Island