

Virtual Desktop Solution on Azure For Open Enrollment, Mobile Health, and M&A Integration



Healthcare organizations are beginning to use cloud based virtual desktops instead of loaded PCs for users in a number of different scenarios. For example:

- **Open Enrollment:** Once a year, healthcare payers hire hundreds of temporary employees for a couple of months to process open enrollment changes by patients. The payers could provision a PC for each temporary worker, but increasingly they are opting to provision an inexpensive thin client and a virtual desktop with the required applications for each worker.
- **Mobile Health:** Increasingly doctors, nurses, and other providers want to be able to access patient information from their own phone or ipad. Rather than installing the required applications on these devices, many are opting to just run them on a personal, dedicated virtual desktop that can be accessed from anywhere on any of their devices.
- **M&A Integration:** There is a lot of consolidation taking place in the healthcare industry. When a merger occurs, a large number of users often have to switch and immediately start using different applications. Many acquirers are opting to roll this out for users on virtual desktop, either as a permanent solution or a temporary solution until new corporate PCs with the proper applications loaded can be provisioned.

When implementing a virtual desktop solution, it is important that the virtual desktops are secure and that ePHI is stored and processed in accordance with applicable regulations and compliance standards.

Project Hosts' HIPAA/HITRUST Security Envelope

Project Hosts has created an environment on Microsoft Azure that has been audited and certified to be compliant with both HIPAA and HITRUST security standards. Within this "Security Envelope", Project Hosts can provision 2 different kinds of virtual desktop for users:

- A Remote Desktop session where a user can access a set of corporate applications
- A personal Windows 10 desktop for a user on a dedicated Azure virtual machine

The former is often used when there are a well-defined set of enterprise applications required for a user (e.g. Open Enrollment). The latter is often used as a complete PC replacement (e.g. Mobile Health).

AZURE Security Envelope
HIPAA - HITRUST - ISO 27001
Your subscription or ours

- ✓ Access & Apps Management
- ✓ Security Management
- ✓ Performance Management
- ✓ Compliance Management

Applications	DRaaS
Virtual Desktop	Backup Archiving

Virtual Desktop Proof of Concept (POC)

- Customer dedicated subnet with dedicated RDS virtual servers
- Up to 50 users
- Up to 3 corporate applications deployed on users' desktops
- A VPN to customer's on-premise data center to facilitate data transfer to corporate systems
- All of the protections of the Security Envelope described below

POC Pricing: \$5,000

Ongoing pricing for continuing to have your Application deployed in Project Hosts' HIPAA/HITRUST Security Envelope can be quoted based on Application resource requirements.

PROJECT HOSTS' HIPAA/HITRUST SECURITY ENVELOPE SERVICES

Applications in Project Hosts' HIPAA/HITRUST Security Envelope benefit from the following services:

- I. Performance Management
- II. Security Management
- III. Access & Application Management
- IV. HIPAA/HITRUST Compliance Management

I. PERFORMANCE MANAGEMENT

- 24/7 performance monitoring and alerts
- Provisioning servers or scaling to larger or smaller servers
- Weekly virtual image backup and restore
- Weekly, daily, hourly database backup and restore
- Managing and testing DR restores in secondary Azure data center
- OS systems administration for Windows and Centos Linux
- Database administration for MS SQL and MySQL
- 24/7 technical support
- Performance optimization recommendations

III. ACCESS & APPLICATION MANAGEMENT

- Single sign-on (SSO) from other authentication systems
- Quarterly web app vulnerability scanning - Monthly cloning of servers in the deployment for scanning (where scanning production servers would cause disruption)
- Coordination with customer to patch web applications or modify configurations
- 24/7 support of applications on Project Hosts' approved application list
- Project Hosts' user authorization and administration tool (PH Portal)

II. SECURITY MANAGEMENT

- Azure Web Application Firewall
- Azure subnets with their NSG "firewall" access controls
- Active Directory to manage servers, group policy, and user authentication
- Web Application Proxy (WAP) servers
- Centrally managed anti-malware and Host Intrusion Prevention
- System systems
- Remote Desktop Gateway servers for secure remote administration
- Logging configuration, collection, alerting, and review using Azure OMS
- OS and database scanning, patching and vulnerability tracking
- Project Hosts' Centralized inventory tracking and alerting system (Admin Center)
- Incident response system with periodic tests

IV. HIPAA & HITRUST COMPLIANCE MANAGEMENT

- Maintaining HIPAA and HITRUST policies and procedures along with evidence of their implementation
- Annual ISO 27001 third-party audits to verify continued compliance with both ISO and HIPAA standards
- Annual HITRUST third-party audits to verify continued compliance with the HITRUST standard