Medical Case Study: Dr. Matthew Leibowitz

Transporter Helps Physician Store, Access, and Share Confidential Files While Upholding HIPAA Regulations

Overview

Dr. Matthew Leibowitz is a physician with the Division of Infectious Diseases at UCLA Medical Center in Santa Monica, California. He divides his time between treating patients and teaching, while also directing UCLA Health's Infectious Disease Fellowship Program. His work requires him to regularly access patient files, which UCLA Medical Center has spent years converting from paper copies stored in filing cabinets to electronic medical records (EMR). The Health Insurance Portability and Accountability Act (HIPAA) sets strict guidelines around the handling of these records, which means that for Matthew and all of his colleagues, using public cloud storage services is not an option.

Challenge

HIPAA requires all medical facilities to identify potential ways that the confidentiality of Protected Health Information (PHI) might be compromised. This means determining whether any unauthorized person outside or inside the facility can gain access to any confidential patient information, and ensuring files are safe even if a hard drive crashes. It's a regulation that Matthew and his colleagues do not take lightly.

"We train everyone on how to handle confidential information, such as not sharing via email, and make it clear that online storage services like Dropbox are not allowed."

Public cloud storage platforms cannot provide the necessary control over location of data, and many have terms of service that allow third-party access. As a consequence, it's impossible to guarantee that the confidentiality of patient information can be preserved when it's stored on the public cloud. Therefore, all UCLA Medical Center staffers work within the facility's virtual private network (VPN), which complicates both file sharing and remote access.

Data privacy and security considerations also impact Matthew's teaching at UCLA, since the school considers the material he develops for courses to be proprietary. "People who do research have been given clear instructions from our compliance office that you're not supposed to be putting this kind of stuff up on file-sharing services."

Solution

Matthew describes himself as a "Mac-head" and enjoys reading blogs and listening to podcasts that cater to Apple and technology enthusiasts like himself. He first heard about Transporter while listening to an episode of "The Talk Show" podcast and determined that it would be an ideal fit for his need to store, access, and share sensitive files.

Results

Transporter enables Matthew to maintain a high level of productivity when caring for his patients and teaching his students while also following the HIPAA-compliant records management protocols UCLA Medical Center has established.

Matthew plans to try Smile's PDFpen application after seeing the announcement that the PDF editing, annotation, and encryption app for iOS now supports Transporter. Connected Data launched the Transporter Developer Program to offer both consumers and businesses a seamless way to privately store, share and access files from any device, directly from their favorite applications, and thousands of developers are now working with the API.

Challenge

Privately share confidential patient records protected by HIPAA

- Meet Board requirements for Protected Health Information (PHI)
- Increase simplicity and flexibility over central server and VPN

Solution

- Completely private, HIPAA compliant file sharing device
- Meets board requirements for control, access, and encryption
- Provides Dropbox simplicity and terabytes of storage without fees

> *"I must demonstrate that I have the same kind of control I would have if I was using a USB stick to store and carry files with me when I leave the office. Transporter is a local physical device, it's completely under my control and responsibility to safeguard, and of course it's not a USB stick that can get lost. I'm 100 percent comfortable placing sensitive files on Transporter."*

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