

How a large clinic manages Information Security and Compliance!

Challenge:

Executive Director, Nancy White and Director of Clinical Services, Sheila Ryan, have the task of running the busy **Arlington Free Clinic** and providing the highest quality patient care. In addition to the day-to-day operations of the practice, they must manage a large base of staff and volunteers and ensure that the clinic operates according to relevant regulations and standards. Specifically, they must:

- Ensure AFC protects their patients' sensitive health data
- Remain compliant with regulations and standards including HIPAA and OSHA
- Educate and train staff and volunteers on key processes and procedures such as information security, health & safety and safe handling procedures
- Pass the rigid audits of drug companies and other for profit organizations that provide supplies to AFC

Solution:

Arlington Free Clinic implemented Ostendio's MyVCM to help them manage these challenges. Initially AFC used MyVCM to:

- Train staff and volunteers on key processes and policies required by OSHA and HIPAA
- Move training online and track and audit progress of training and certification
- Manage documentation of key policies and procedures
- Prepare for audits with regulators and drug companies

About Arlington Free Clinic:

For the past 20 years, Arlington Free Clinic (AFC) has provided free, high quality medical care for low income, Arlington County adults. They serve 1700 patients, have 11,000 visits per year with a staff of 35, 120 active volunteers and 170 physicians who volunteer their services both on and off-site. Arlington Free Clinic's patients have a median income of \$15,000 in an affluent Washington D.C. suburb where the median income is over \$100,000.



“A key challenge of a clinic such as AFC is managing and training such a large staff who work across several locations. By moving this online, I am easily able to rollout training to everyone and track results without managing a pile of paper and sending email to chase completion. The MyVCM solution workflow manages the entire process.”

Coralie Miller, Head of HR and Finance

Benefits of using MyVCM:

Arlington Free Clinic saw immediate benefits from implementing the MyVCM solution:

- **Improve Efficiency** – By moving training online and being able to track and audit progress, AFC eliminated the use of paper based certificate collection
- **Quickly Prepare for Audits** - With all of the data required to demonstrate compliance just one click away, they are easily and quickly able to pull the information and evidence required during an audit by a regulator or by their drug companies
- **Reduce Cost and Time**– AFC were able to reduce the costs and workload overhead involved in managing these tasks, freeing up the team’s time to focus on running the Clinic
- **Reduce Risk** – the ultimate outcome is reducing the risk associated with such a large staff and volunteer base

“Drug companies provide the Clinic with drugs to prescribe to patients. This process must be tightly controlled, and backed by the appropriate documentation, which the drug companies audit regularly. I now use MyVCM’s document task management capability to ensure we are ready for audit”.

Sheila Ryan, Director of Clinical Services

What’s Next For AFC?

AFC now plans to extend the use of MyVCM to include other key processes and procedures. For example, they will now implement the solution to manage and track HR Forms and financial procedures.



“By implementing MyVCM we are able to track progress against key compliance initiatives such as those required by HIPAA or OSHA. With the Dashboard view I can demonstrate our effectiveness to the Board and other key stakeholders.”

Nancy White, Executive Director

About Ostendio

Ostendio is an information security and risk management solutions provider, offering affordable solutions that demonstrate compliance for the healthcare industry.

Ostendio’s My Virtual Compliance Manager (MyVCM™) is a cloud based compliance management platform that delivers an easy to use, cost-effective way for companies to demonstrate information security compliance to industry standards and regulatory requirements. The MyVCM Trust Network allows Health Systems and Digital Health companies to securely share compliance information reducing the compliance burden while improving security and reducing risk. Visit us at www.ostendio.com.

Connect with us:



[@ostendio](https://twitter.com/ostendio)



[linkedin/ostendio](https://www.linkedin.com/company/ostendio)



[fb/ostendio](https://www.facebook.com/ostendio)