CASE STUDY

HeyDoctor

Ibexlabs

Company Overview

HeyDoctor is a medical app designed by telemedicine platform Sappira Inc., a San Francisco-based firm that allows its doctors to prescribe low-cost treatment via texts in minutes.

Challenge

The HeyDoctor app focuses on delivering direct-to-consumer primary and urgent care through its telemedicine platform. In November 2017, the business secured enterprise deals to launch its electronic medical record platform under Software-as-a-Service (SaaS) agreements.

The growth in health IT infrastructure, system, and support requirements—compounded by tight budgets—necessitates the need for scalable cloud infrastructure which is secure and above all cost effective for healthcare entities such as HeyDoctor. The cloud can greatly benefit such companies, by improving agility, providing secure data storage, and delivering reliable backup capabilities, but HIPAA compliance remains a top priority.

The Solution

By leveraging many of the platform's healthcare compliant services, Ibexlabs supported HeyDoctor by building a secure AWS application environment that can help the company deliver state-of-the-art care to its patients while improving their security and compliance posture too.

HIPAA compliance for SaaS means adhering to the administrative, technical, and physical safeguards of the HIPAA Security Rule. AWS provides many powerful analytical capabilities that lower the cost of using data science to help patients and customers, all while meeting the HIPAA Security Rule requirements necessary for handling personal health information (PHI). The combination of these factors made AWS an ideal match for HeyDoctor.

To achieve this solution, Ibexlabs leveraged Terraform, an industry standard cloud orchestration tool, to safely create, update and maintain HeyDoctor's infrastructure in AWS. As such, Ibexlabs were able to build secure and reliable architecture for the business with ease through automation.

HeyDoctor

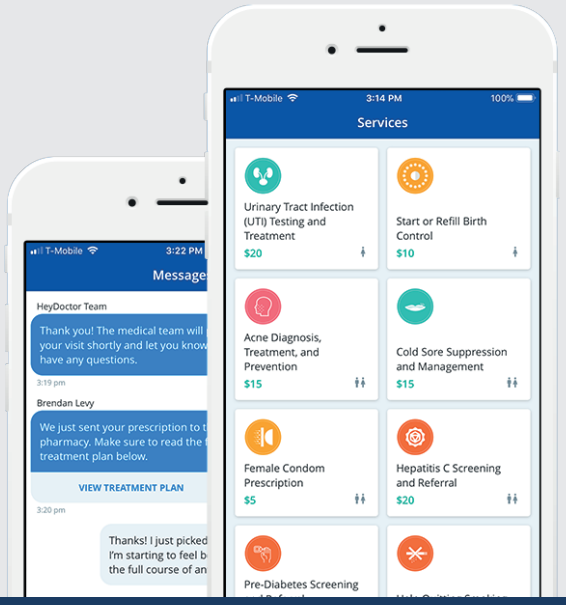
Challenge

Build HIPAA compliant infrastructure for the Software-as-a-Service HeyDoctor application on AWS.

Project Dates

11 / 2017

05 / 2018

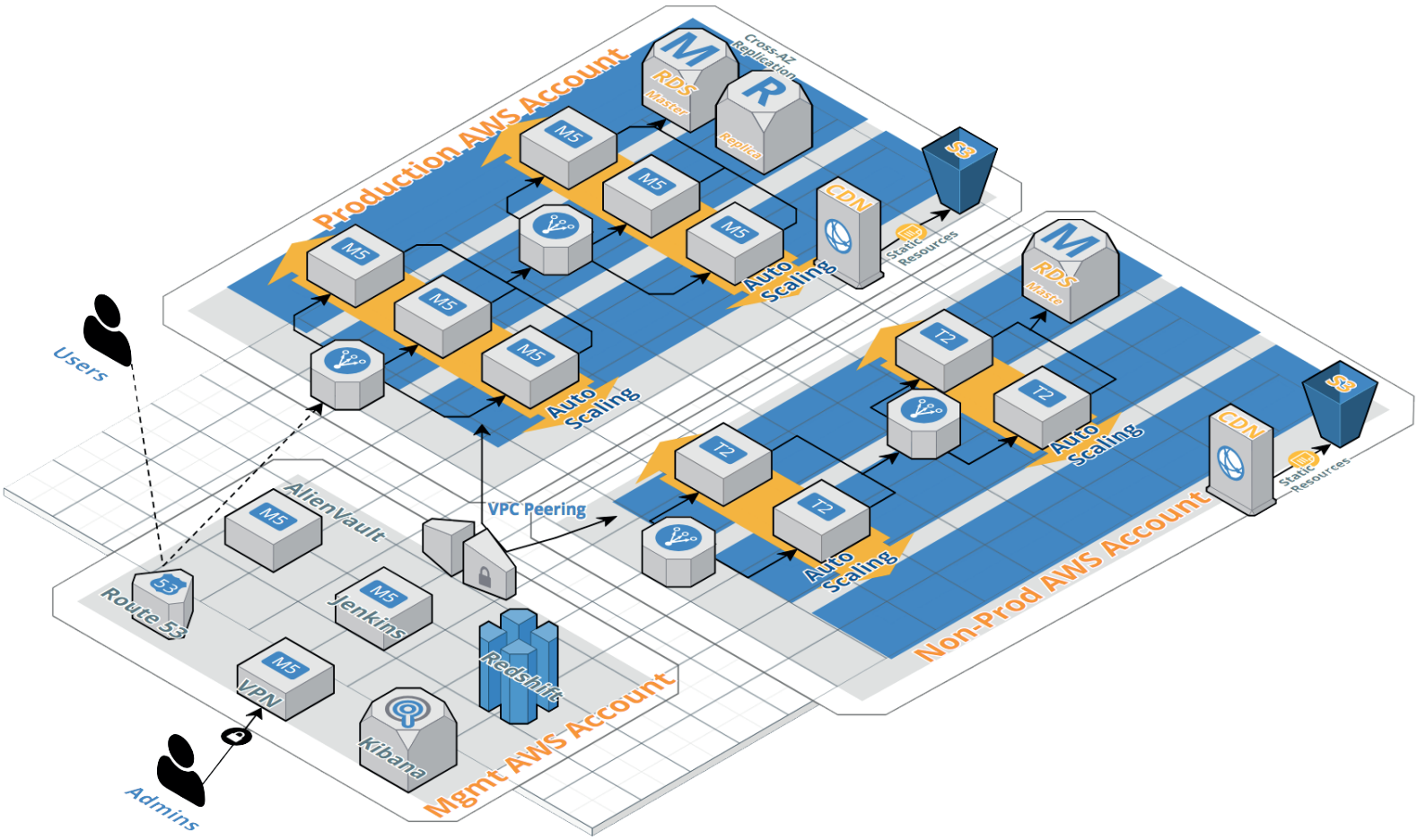


The Results

With AWS, HeyDoctor receives the following benefits:

- **Cost reduction thanks to AWS' pay-per-use resource model:** HeyDoctor can reduce the cost of IT infrastructure investments and on-going maintenance expenditures by paying only for the services actually used.
- **Reduced implementation risks:** Cloud computing allows for rapid deployment as there is no need to purchase hardware, licenses and software.
- **Increased flexibility:** AWS provides more flexibility in terms of response and speed for the app's doctors to access information at any time, and from anywhere.
- **The company can focus on core values:** With secure and reliable infrastructure, the business can focus on patient care as the technology is maintained in accordance with best practices.
- **Improved storage capabilities, network agility, and application scalability:** AWS dynamically scales resources up and down as required meaning HeyDoctor don't pay for any wastage.

Through the app, and thanks to compliant infrastructure, HeyDoctor is able to provide immediate access to treatment for many individuals as well as deliver healthcare to those who struggle to find reliable, in-person care. The app can make a huge difference for patients living in remote locations and others who are underserved by the current healthcare infrastructure.



AWS Services Employed

Ibexlabs leveraged the below AWS Services during the set up to streamline, automate, and implement a secure baseline for HeyDoctor's infrastructure:

AWS Organizations

A centrally-controlled policy-based management service designed for configuring access for multiple AWS accounts according to each accounts' needs.

AWS SQS

A distributed message queuing service which supports programmatic sending of messages via web service applications as a way to communicate over the Internet.

Amazon RDS

A hosted relational database engine compatible with MySQL and which is highly-available, durable, and fault tolerant.

AWS Elastic Beanstalk

A managed service which is designed for deploying and scaling web applications and services. Application deployment with Java through convention over configuration (though tailored adjustments can be made as necessary).

AWS Key Management Service (KMS)

A service for the creation and control of encryption keys needed to encrypt data. KMS also facilitates responsibility separation and remote logging/auditing of key access requests.

S3

Highly scalable object storage.

Other Leveraged Technologies

Terraform

To safely and predictably create, change, and improve infrastructure.

NewRelic

For performance and application analysis on servers, server-side code, client-side code, and native apps, etc.

Jenkins

A continuous Integration (CI) server or tool which is written in java. It provides Continuous Integration services for software development.

About Ibexlabs

Ibexlabs LLC, is a DevOps & Managed Services provider and an AWS consulting partner. Our AWS certified AWS experts evaluates your infrastructure requirements and make recommendations based on your individual business or personal requirements.

e: engage@ibexlabs.com
a: 116 Village Blvd, Suite 200, Princeton NJ 08540
www.ibexlabs.com

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