Top 10 Healthcare IT Service Providers - 2019

The critical role of information technology in digitalization of healthcare industry continues to take a definite structure. Emerging technologies like machine learning, natural language processing, and artificial intelligence are reshaping the healthcare sector. Both public and private healthcare providers are leveraging new apps to keep patients informed about primary care. Precision medicine, telehealth, blockchain technology, and personalized health sensors and wearables are being infused into all parts of the workflow and patient experience.

In addition to having competent staff with data management, cybersecurity, and analytical skills, the modern data-driven healthcare industry also requires new technological capabilities. These capabilities offer additional access points to patients, establishing preferred post-acute care networks, building performance measurement systems to assess physicians' performance, creating new incentive and payment arrangements, and negotiating successful alternative payment models with public and private payers. The ability of healthcare IT service providers to maintain high efficiency and cost-effectiveness are helping healthcare providers to improve their efforts to offer error-free environment and proactive solutions.

To help healthcare providers sift through the huge spectrum of healthcare IT service providers, Healthcare Tech Outlook has compiled this edition leading-edge healthcare IT service providers. Through a distinguished panel comprised of CIOs, VCs, industry analysts, Healthcare Tech Outlook's editorial group, we have evaluated and shortlisted healthcare IT service providers that have significantly stood out as some of the most prominent players in the healthcare technology arena for the year 2019. The organizations featured in this issue through their business knowledge and industry prowess have established their eminence in the healthcare sector.

We present to you Healthcare Tech Outlook's "Top 10 Healthcare IT Service Providers – 2019."

SkyPort IT

recognized by Healthcare Tech magazine as

TOP 10
HEALTHCARE IT
SERVICE PROVIDERS - 2019

An annual listing of 10 companies that are at the forefront of tackling customer challenges

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Company:
SkyPort IT

Key Person:
Daniel Marcellus
President & CEO

Description:
An experienced IT and managed data security services provider specialized in medical and healthcare HIPAA compliance, helping organizations manage IT, data security, and compliance

Website:
skyport-it.com

SkyPort IT, Inc.
Marrying IT and HIPAA Compliance

It's action time and Daniel Marcellus, President and CEO of the holistic IT and managed data security services provider, SkyPort IT, appoints one of his personnel to secretly inspect how one of their clients from the healthcare industry handles the social engineering situation. In the covert test, the appointee calls up the client and says, "Hello, I am Jimmy, working across the street and our computers are down. Could you tell me who you usually contact for immediate IT assistance?" The employee on the other end mutters, "We have SkyPort IT as our IT partner and…" As the employee reveals the name of their IT vendor on the phone without verifying the caller's identity, trouble soon knocks the door. The appointee creates a logo and badge that mimic SkyPort IT's branding and uses it to get past four departments in the client location, getting hold of login credentials for various proprietary assets at every stage, and eventually gaining access to PHI information. This entire episode was recorded by the appointee that was later edited to train the client's workforce to deal with social engineering scenarios.

SkyPort IT dons many roles for different healthcare organizations that do not have a C-level executive for technology and security management. "We are our clients' CIO and CTO. We also offer HIPAA Privacy Security Officers entrusted for the ongoing management of information security policies, procedures, and technical systems," says Marcellus. Unlike other IT vendors who fail to abide by the HIPAA regulations and have a single-layered approach to security, SkyPort IT addresses both the security and compliance challenges by marrying IT and HIPAA.

In today's healthcare industry, there is a growing gap between the IT and HIPAA because the decision makers at the healthcare organizations treat these two topics as disconnected 'black boxes.' As the available security solutions in the market aren't foolproof, the organizations need more than one security layer and a robust filtering process to fortify their IT infrastructure. Taking a multi-layered approach to IT and information security, SkyPort IT pre-processes and filters every e-mail and web content at multiple layers at multiple layers for viruses, spam, and spoofing on behalf of its clients (since most organizations use email for communication). SkyPort IT's web-based HIPAA portal covers the whole spectrum ranging from policies to procedures through risk assessment. The portal not just processes the paperwork but also offers templates, helping clients provide comprehensive HIPAA training to their employees. Team SkyPort IT then performs a HIPAA audit by scanning the systems. On receipt of the summary report, the client can have complete visibility into their compliance performance. In the event of a risk, SkyPort IT steps in immediately with a fix.
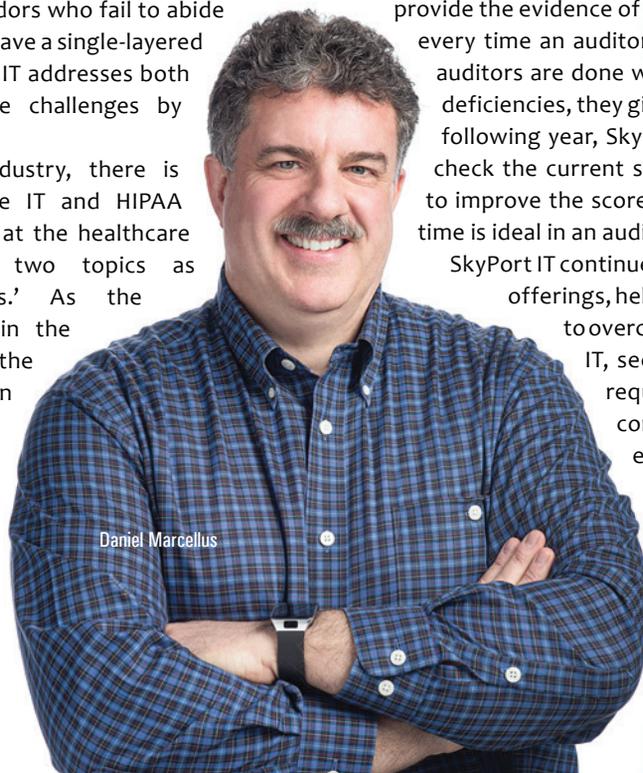
> **SkyPort IT will process and filter every communications at multiple layers for viruses, spam, and spoofing on behalf of its clients**

SkyPort IT offers managed security services to close any gaps found in the audit. The intent is to help the client provide the evidence of having done the due diligence every time an auditor walks in. Typically, once the auditors are done with their auditing and finding deficiencies, they give a score on that audit. In the following year, SkyPort IT does another audit to check the current status and suggests measures to improve the score. Showing improvement over time is ideal in an audit situation.

SkyPort IT continues to innovate its products and offerings, helping healthcare organizations to overcome the limitations in meeting IT, security, and HIPAA compliance requirements. Marcellus concludes, "Continuing on our efforts, we are expanding social engineering training, auditing and security solutions to stay ahead of the bad guys." **HT**

Daniel Marcellus