

## AeroCare Medical Transport Inc (AMTi) Case Study

### The Client:

AeroCare Medical Transport Inc. (AMTi) offers swift, reliable, accredited air ambulance service. They operate regionally, nationally and internationally from a corporate base in Tulsa, Oklahoma, and also serve the Navajo Nation regionally from bases located in northeast Arizona and northwest New Mexico.

Whether a patient is critically ill and in need of advanced life support services or is simply bedridden and unable to fly commercially, AMTi offers complete advanced medical care in a safe, rapid, and cost efficient aircraft.

### The Issue:

As a medical transport company, AMTi is responsible for the lives of the patients they fly to hospitals and treatment centers all over the world. They are also entrusted with highly confidential medical records, which must be sent quickly and securely to corporate headquarters.

AMTi must abide by the HIPAA (Health Insurance Portability and Accountability Act) Privacy Rule, a regulation that protects the privacy of individuals who seek care and healing. In order to uphold the conditions of this regulation, AMTi sent patient records through a bonded courier once a week. This was an expensive method, and one that caused delays in records getting to appropriate management in a timely manner. "Courier delivery was expensive and slow," admits Mike Paston, Program Director of AMTi. "But we never thought of electronic delivery as an option because of the huge file size and the sensitivity of their contents."

AMTi's dilemma is one that is familiar to many companies. Their business relies on the transfer of large, confidential files throughout a scattered network of remote peers. They are caught between the need to make information available rapidly and reliably, and the need to ensure the security and confidentiality of the shared data.

### The ShareDirect Solution:

AMTi found a solution to their file transmission problem with Laplink's unique ShareDirect software. With this simple, secure, economical and speedy file sharing application, AMTi can transfer files of any size or type to any number of remote locations within a totally secure environment.

Almost overnight, AMTi transformed and streamlined their patient file distribution system. Now they can send files many times faster than by bonded courier, without sacrificing their system security or their patients' privacy.

It took only minutes to install ShareDirect on computers throughout the organization. The next step for Paston was to convert patients' paper files into PDFs (Portable Document Formats). Now he can send them securely and instantly to remote facilities all over the world using ShareDirect's powerful file-sharing capabilities. Although the average patient file tops 20MB, size is not an issue for ShareDirect. AMTi can transfer files directly to management or medical review physicians and committees securely, as required.

•• AMTi needed a fast, high-security file transfer system capable of distributing confidential files averaging 20 MB to locations all over the world.

•• ShareDirect gave AMTi the powerful, low-cost, and totally secure file transfer system they were looking for.

•• **With ShareDirect, AMTi is able to:**

- Deliver files in seconds instead of days
- Fulfill US privacy legislation requirements

ShareDirect's familiar Windows interface meant that no special training was required for the administrators scattered all over the world needing secure access to confidential patient files.

**“ShareDirect’s instant, secure file transfer brings me peace of mind.” (Mike Paston, AMTi Program Director)**

And ShareDirect's security requirements are strict enough to win the approval of the HIPAA (Health Insurance Portability and Accountability Act) Privacy Rule, regulations that AMTi must adhere to in order to protect the sensitive information patients entrust to them.

Paston describes the benefits of ShareDirect software this way: “Using ShareDirect to transfer patient files, I can feel confident that their private information is being protected during the transfer process. At the same time, the company is in compliance with government privacy regulations.” He continues, “Most importantly, I know those files will be available in a timely manner. In this business, every minute counts. ShareDirect's instant, secure file transfer brings me peace of mind.”

**The Future:**

Paston is elated with the results of integrating ShareDirect into this business. Now that he has seen its potential, he intends to use it for sharing sensitive and private files between AMTi office locations throughout the US.

Paston also has plans to use ShareDirect to share information with his pilots and aviation maintenance crews. Currently he must share general maintenance scheduling information and specific information on flight craft conditions and flight hours through a variety of communications media including telephone, fax, and e-mail. The current system is unreliable and inconsistent, and Paston and his crew are looking forward to replacing it with a centralized database accessible through ShareDirect from any location, by any authorized member of the crew. Flight, aircraft and maintenance details will be readily available and instantly updateable at any flight location throughout the country.

**The ShareDirect Advantage:**

ShareDirect allows the user to share any folder on their PC directly with other authorized ShareDirect users across the Internet. It is integrated into users' existing Windows File Manager so that the interface is familiar and even new users find it easy to navigate. Each folder is authenticated individually, giving the original owner complete control over file access. Users can be authorized or denied access instantly, at the click of a button.

Files are sent via a 256-bit encryption, the most secure method of file transfer available on the market. File transfers are also protected by built-in Laplink Antivirus™ technology, which is updated every time a user logs in to the ShareDirect network for rigorous virus control.

•• **ShareDirect offers file transfer with:**

- A familiar Windows File Manager interface
- No file size limitations
- Failsafe file security with 256-bit encryption

•• AMTi plans to use ShareDirect software to streamline their country-wide flight maintenance operations.