



MEP Health Finds Flexibility and HIPAA Compliance with RingCentral

Company profile

MEP Health is an emergency and outpatient care partner for hospitals.

Year founded

1998

Website

www.mephealth.com

Headquarters

Germantown, MD

Size

275 employees

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Treating more than 500,000 patients annually

MEP Health is an emergency and outpatient care partner for hospitals that's owned and managed by its practitioners. The company also provides staffing for urgent care centers and skilled nursing facilities. Founded in 1998, MEP Health has 275 employees and currently partners with hospitals in Connecticut, Maryland, and Massachusetts.

HIPAA Compliance and PHI Security

“As a healthcare provider, we work primarily with clinicians, which often involves sensitive patient information,” says Daniel Stasulli, VP of Technology. “As such, we are subject to HIPAA, and having a communications solution that worked with our HIPAA compliance efforts was an absolute necessity.”

In searching for a replacement for their on-premise phone system, Stasulli worried that MEP's strict regulatory needs would require sacrificing functionality and features. Following the recommendation of an associate led him to RingCentral, however, and he found robust features and an industry-leading HIPAA solution in the same service. After careful consideration, MEP determined that the RingCentral HIPAA Business Associate Agreement (BAA) Program was the best option to meet their needs. The program includes a business associate agreement between RingCentral and MEP as well as ongoing substantiation of the ways that RingCentral safeguards protected health information (PHI).

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Centralizing communication

Before switching to RingCentral, the IT staff at MEP Health had several issues with the legacy phone system and relied on a variety of third-party services to maintain it. Working with numerous different vendors was time-consuming and troublesome in terms of administration. RingCentral Office® has made administration for IT easier—and the system can even be managed remotely.

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Breaking communication barriers

MEP Health provides its workforce with flexible work schedules and the option to work from home. With a cloud communications solution, employees stay connected and productive—whether they're at the office or working from remote locations.

“We are currently in the middle of a snowstorm, but I am still able to stay connected using the RingCentral softphone,” says Stasulli. “The softphone, in addition to the RingCentral mobile app, allows our employees who work remotely to stay connected no matter where they are—giving us flexibility we never had with our previous provider.”