



## **CASE STUDY: VPN for Patient Accounts Program**

### ***Objective***

Provide a virtual private network (VPN) connection to hospital client site so that PNI staff could access patient accounts system and provide remote business office management and claims processing.

### ***Scope***

A staff of five PNI patient account managers providing expert account management for a problem portion of a hospital client's accounts receivable.

### ***Methodology***

- Identify client security concerns and address
- Provide detailed information on VPN setup to CIO
- Work with client IT staff to integrate VPN solution with existing network infrastructure
- Contact ISP to arrange DSL access to client site
- Setup Internet access and routers
- Setup and test VPN connection between client hospital and PNI
- Connect to patient account system via VPN over the public Internet

### ***Results***

- Dramatic reduction in costs by replacing dial-up connections
- Cost savings passed on to client
- Improved security using VPN with a firewall rather than dial-up access without a firewall
- Improved connectivity for PNI staff over dial-up leads to significant increase in productivity
- Patient accounts receivable days reduced significantly with corresponding improvement in cash flow for client