

## ▷ SONICWALL CASE STUDY : THE PAIN INSTITUTE

### The Organization:



252 Whittington Parkway  
Louisville, Kentucky 40222  
www.thepaininstitute.com

### The Challenge:

Increase protection for confidential medical information and provide secure access to new software applications and electronic records from all locations, including remote offices and physicians' homes.

### The SonicWALL Solution:

One SonicWALL SOHO3 at the head office and nine TELE3 SP firewall/VPN solutions at remote sites. The Pain Institute also purchased SonicWALL's Complete Anti-Virus solution for network protection.

### The Results:

Doctors use SonicWALL's VPN solution for secure, reliable and fast access to scheduling, billing and treatment information, dramatically reducing travel time.

Doctors can automate administrative functions, increasing the number of patients seen by 10 to 12 each day.

The Pain Institute benefits from enforced protection against network breaches with SonicWALL's Anti-Virus software.

The Pain Institute demonstrates commitment to HIPAA compliance by protecting confidential patient information.

*"With confidential patient information traveling across the Internet, we need a security solution that can deliver a high level of network security and superior performance to help our doctors provide timely pain management. With SonicWALL, we can confidently and quickly respond to our patients' needs."*

**Steve Friedman**  
Chief Technology Officer/  
Chief Financial Officer  
The Pain Institute

### The Pain Institute Enhances Treatment and Protects Patient Confidentiality with SonicWALL Internet Security Solutions

The Pain Institute, a pain management practice located in Louisville KY, has long understood the importance of appropriate and timely assessment and treatment of pain. To improve its ability to provide timely patient care, The Pain Institute deployed new practice management software and is in the process of implementing an electronic medical records (EMR) package to help doctors manage their patients' treatment plans more effectively.

With five pain clinics across Kentucky and Indiana, The Pain Institute needed to build a Wide Area Network that would provide access to its new software and electronic records package from all locations. The pain management clinic deployed a broadband-based Virtual Private Network (VPN) with SonicWALL Internet security solutions to ensure top network performance and secure access at a reasonable cost.

### Protecting Confidential Patient Information

To help treat patients who suffer from acute and chronic pain, doctors at The Pain Institute require real-time access to important patient information. "With confidential patient information traveling across the Internet, we need a solution that can deliver a high level of network security and superior performance to help our doctors provide timely pain management," says Steven Freidman, Chief Technology Officer and Chief Financial Officer at The Pain Institute. "With SonicWALL, we can confidently and quickly respond to our patients' needs."

To ensure the privacy of patient information, The Pain Institute turned to SonicWALL to help eliminate the possibility of network infringement. The institute deployed a SonicWALL SOHO3 at the head office to provide high-performance network security and VPN connectivity. In addition, SonicWALL TELE3 SP appliances were installed at each remote location to ensure the highest level of network availability. The Pain Institute also purchased SonicWALL's Complete Anti-Virus for additional network protection.

### Top Security and High Availability

The SonicWALL SOHO3 is an industry-standard (ICSA-certified), stateful packet inspection firewall with 3DES encryption for secure VPN data transmission. Like all SonicWALL firewalls, the SOHO3 is built on a special security ASIC that can offload processing overhead associated with encryption, enabling it to deliver the fastest performance in its class. "We considered other options before choosing SonicWALL, including a Linux-based solution," explains Friedman. "However, the SOHO3 clearly offered the best possible VPN performance and delivered the most secure access to confidential information on our network."

The Pain Institute is installing nine SonicWALL TELE3 SP appliances at remote clinics and doctors' homes to provide secure, always-on Internet access with the highest level of connectivity possible. For The Pain Institute, the value of the TELE3 SP lies in its integrated and automated fail-over and fail-back capabilities that support both broadband and dial-up connectivity. "The TELE3 SP delivers the level of network reliability and availability we need so our doctors can access scheduling, billing and treatment information, and write prescriptions remotely," notes Friedman.



**Key SonicWALL Benefits:**

**Firewalls for Network Protection**

ICSA-certified for reliable protection, SonicWALL's stateful packet inspection firewalls deliver superior performance.

**VPN for Secure Remote Access**

SonicWALL's IPSec-compliant VPN-enabled firewalls deliver fast, secure remote access to network resources.

**Encryption for Secure Remote Access**

SonicWALL appliances offer 3DES encryption for secure data transmissions over a VPN tunnel.

**Availability**

SonicWALL's TELE3 SP firewall/VPN appliance is designed with integrated and automated fail-over and fail-back capabilities to support both broadband and dial-up connectivity.

**Complete Anti-Virus for Network Protection**

SonicWALL's anti-virus solutions offer faster time to protection, automatic virus definition updates and enforcement of virus protection.

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"By automatically switching over to a dial-up connection, we don't have to worry about downtime in the event of a lost broadband connection and we can reduce the travel time previously required to perform these tasks."

Using SonicWALL's Complete Anti-Virus, The Pain Institute can also protect itself from the growing risk of virus attacks, which not only damage the network, but also expose network resources to hackers. "We're impressed by the level of protection we can achieve with SonicWALL's Anti-Virus software," says Friedman.

**Ease of Use and Affordability**

With a one-person IT department, SonicWALL's ease of use was a key selling point for the pain management clinic. "With their intuitive management interface, administrative wizards and one-click updates, SonicWALL's Internet security appliances are easy to use and maintain," says Friedman. As a result, The Pain Institute was able to deploy its network security platform well within the deadline for Health Insurance Portability and Accountability Act (HIPAA) compliance.

SonicWALL's low cost was another key consideration. "With SonicWALL, we were able to implement a fully redundant Internet security solution that meets all our needs for performance and security in one, cost-effective package," says Friedman.

**Increased Patient Care**

The SonicWALL VPN solution not only protects the privacy of patient information, it also delivers the performance and reliability required to facilitate data transmission across the network, helping doctors provide increased patient care. "With the SonicWALL VPN firmly established, we can easily deploy a new practice management and electronic medical records package that will automate and expedite administrative functions, freeing up our doctors to provide care for 10 or 12 additional patients each day," comments Friedman.

**Complying with HIPAA**

Designed to improve organizational efficiency and effectiveness through the use of electronic healthcare transactions, HIPAA regulations will ultimately reduce paperwork, improve data collection and eliminate costly healthcare errors. At the same time, HIPAA will require healthcare organizations to ensure the security of their networks and the privacy of their patient information. "As more medical information is converted into an electronic format, our systems become increasingly vulnerable to outside attack," concludes Friedman. "Because our network transmits vital prescription, billing, insurance and treatment information, we need an Internet security solution we can count on. By providing a high level of network protection, SonicWALL helps eliminate the security holes that expose our network to exterior threats, helping us comply with HIPAA regulations."



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