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How Silvercreek Family Dentistry Secured Patient Information

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Never have a false sense of security.™

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Background

Silvercreek Family Dentistry strives to provide excellent dental care and customer service. Part of that excellence is the desire to protect sensitive patient data and maintain customer trust. Desiring to increase its data security posture, Dr. Tyson Gundersen found a reputable partner to provide a managed firewall and assist with PCI and HIPAA compliance.

"For my busy dental practice, the biggest thing SecurityMetrics provided was peace of mind. Patient care is the most important part of my job, I don't always think about the potential for data breach in my practice because I am focused on patient care. SecurityMetrics has taken all the headache and worry out of protecting my patients' data. I am confident that my patients' private information is secure."

Dr. Tyson Gundersen

Silvercreek Family Dentistry

Challenges You Faced With PCI Compliance

- I purchased my practice with current computer system and continued utilizing the managed service that was already in place.

- I was paying for a managed firewall, however, the provider was difficult to contact and was horrible at communicating. I was never able to get a clear answer on what I was paying for and what the service was doing to protect my patients' information.

- As a dentist office, I don't have time to fumble around with the technology and the computer systems are much too complicated for my office manager or staff to take care of.

- I honestly didn't know what PCI compliance was. I felt like my previous managed services provider just wanted me to purchase top of the line computers and didn't care what I understood.

- I didn't know what to do if my network went down but I still needed to process cards or input patient data.

Resolving Challenges With SecurityMetrics

- SecurityMetrics helped me identify issues with out-dated machines and helped me develop a plan to become PCI and HIPAA compliant.

- SecurityMetrics provided excellent customer service and made the transition from my previous managed services provider easy.

- Working with SecurityMetrics has been great because they took time to understand my environment, custom-ized firewall rules to my unique processes, sent the firewall equipment, and provided instructions to my IT help.

- SecurityMetrics notifies me if there are any attacks on the network and is there to assist if any problems arise.

Goals Achieved Working With SecurityMetrics

- Developed a clear path to PCI and HIPAA compliance.

- Have peace of mind that my patients' sensitive data is secure.

- Found a partner in data security and compliance that values clear communication and customer service.

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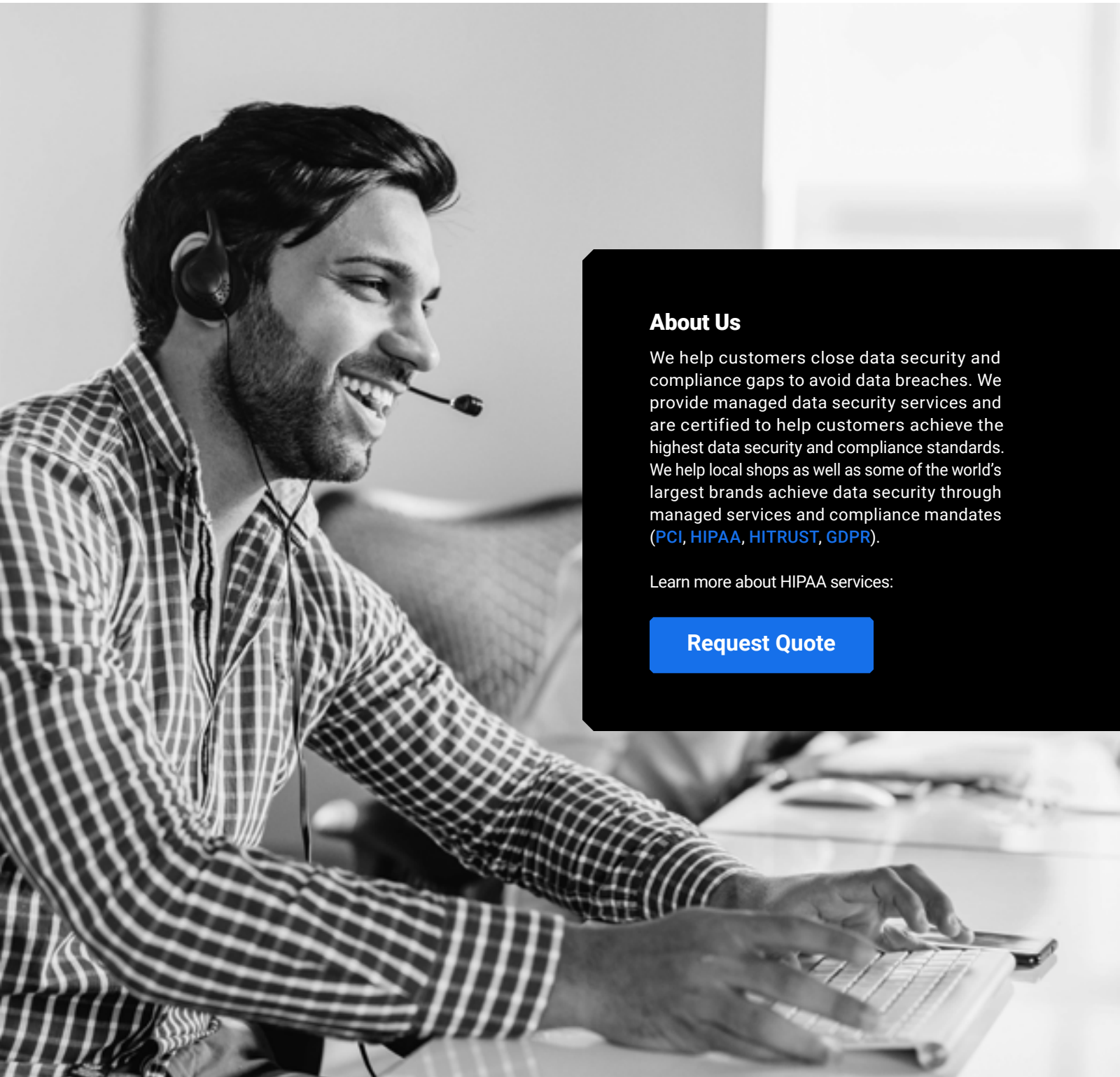
About Us

We help customers close data security and compliance gaps to avoid data breaches. We provide managed data security services and are certified to help customers achieve the highest data security and compliance standards. We help local shops as well as some of the world's largest brands achieve data security through managed services and compliance mandates (**PCI**, **HIPAA**, **HITRUST**, **GDPR**).

Learn more about HIPAA services:

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