Triage Logic IT Overview

Data Centers

Our applications are hosted on dedicated servers in a private cloud. The cloud provider is Hivelocity (www.hivelocity.net). Hivelocity data centers are SSAE-16 SOC1 and SOC2 certified as well as HIPAA and PCI compliant. The application environment is fully redundant and all servers are replicated across data centers in Tampa, FL and Atlanta, GA.

Network

Networks in both data centers are protected by managed Juniper firewalls. Network traffic, including application traffic and VPN tunnels, is encrypted with SSL encryption. The network and servers are also monitored by Cyber Lorica, which is a Security Information and Event Management (SIEM) platform as well as 24/7 monitoring service.

Servers

There are separate Linux-based servers for databases, applications, and VOIP. The servers are patched on a regular schedule. Development, testing and production environments each have their own servers for added protection. Each server has its own set of security rules that only allow users to connect to resources when absolutely necessary. The servers use disk encryption with secure keys.

Data

TriageLogic captures the least amount of PHI required to provide effective triage information to providers. Patient data is only stored on database servers and never on workstations or mobile devices. Special credentials are required to access the databases on those servers. Data is protected inside the web applications by requiring multi-factor authentication in order to log into the website. If a provider requests that TriageLogic sends patient information to them, it will only be provided over a secure connection.

Users

TriageLogic has a formal HIPAA security and compliance training program for all of its employees to go through on a regular basis. All HIPAA and security policies (including administrative, physical and technical safeguards) are documented and included in the training program. We also perform detailed risk assessments that follows the methodology described in NIST Special Publication (SP) 800-30 Revision 1.