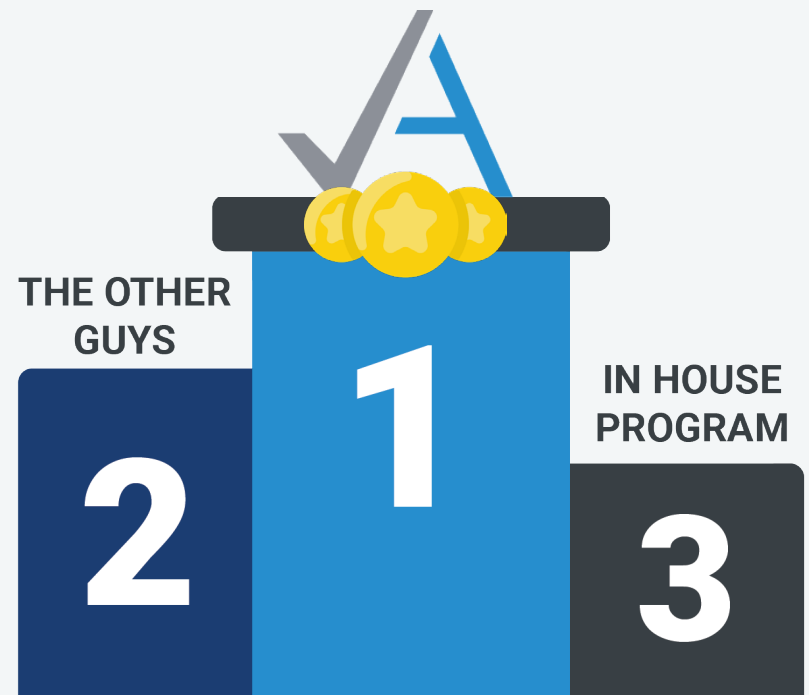


ABYDE CUSTOMER CASE STUDY

How Abyde's user-friendly software was the answer to this practice's HIPAA stress.



User-Friendly vs. Painstaking Software

Sylvia Torres of Carlsbad Optometry, like many office managers, has always ended up managing a very full plate.

Before starting with Abyde, she had been wearing many hats at the practice - filling in as an optician and receptionist, while also trying to fulfill her own role as practice manager. With very limited time and a long list of responsibilities, Sylvia knew her HIPAA compliance program was falling short. "There was always a looming, overwhelming feeling of I can't get to it - and when I do get to it - I don't understand it," she recalls. That is, until Sylvia found Abyde.

Before Abyde, it wasn't as if Sylvia had no other resources to manage their HIPAA program. In fact, she had been using another compliance software for almost two years but found the program to be "so painstaking to go through, there was just no easy way to learn it." Her manager recommended looking into other solutions, but Sylvia hadn't had time to spend on other options until she came across Abyde's booth at PECAA Annual Meeting in Austin, Texas. Sylvia recalls that she had "showed up at the 11th hour, right before closing on the last day," but as soon as Abyde's team took her through a live demo she was sold.

"I couldn't believe how user-friendly the program was and how much more modern and updated it seemed," Sylvia said after seeing that Abyde was designed to do the heavy lifting for her and would save her hours compared to the program they had been using. "When we reviewed what Abyde was going to cost us versus what we were already paying our current company - along with the added ease of use - choosing Abyde made more sense." Sylvia signed up then and there, even with months left on their previous solutions contract.

The best part for Sylvia? "What took me two years to barely make a dent with our previous solution was easily achieved in less than 3 weeks with Abyde - I just sat down, understood what needed to be done, and then just did it."

HIPAA Program Game-Changer

When thinking about the biggest benefits for her, Sylvia emphasized the user-friendly software and program itself. There are many pieces to the HIPAA compliance puzzle, but Sylvia had always struggled most with managing her practice's policies and procedures.

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“Abyde is the answer to all of the stress associated with HIPAA compliance. No matter your situation, don’t look anywhere else - do yourself a huge favor and contact Abyde.”



Previously, she had to manually enter her practice’s information on each policy in order to properly document their processes. She couldn’t believe it when she found out Abyde dynamically generated her policies for her, and she didn’t have to spend the hours she had previously. The rest of the HIPAA puzzle was just as easy with Abyde, and even now Sylvia knows that “it’s easy to look in the portal and know where I need to go and what needs to be done.”

Even after getting her program up and running with Abyde, Sylvia feels that the software keeps her right on track. “Abyde sends me a reminder of what I need to do and all I have to do is click a button and it takes me right there,” she notes, “Whether it’s updating my profile or answering a few ongoing compliance questions for the Security Risk Analysis, the notifications tell you what to do and how long it will take with just a few clicks.”

Sylvia feels a huge weight taken off of her shoulders knowing that her HIPAA program is now where it needs to be. “I’ve gotten to the point where I’ve got my risk analysis score and I know where the practice stands and where we have high risks. I know what needs to be done and having Abyde makes me feel so much more at ease.”

“The Answer”

Taking advantage of the efficiencies found in Abyde, Sylvia was able to completely catch up on her HIPAA compliance program in just a few hours.

Not only is her program complete, but Sylvia feels Abyde has helped her “learn so much about HIPAA and being compliant, things I never would have known before using Abyde but now just make sense.” Rather than feeling overwhelmed, Abyde not only saves her time and resources but Sylvia now feels her HIPAA program is “way ahead” of where it needs to be.

“We hear about these practices that experienced a breach and have nothing in place, they end up with huge fines that will take a small practice out of business.” Sylvia noted, “It’s not worth the risk to not have something in place that works for you.” HIPAA violation fines range from a few hundred to a few million dollars, and for Sylvia “it’s absolutely worth paying the small price for peace of mind, protection, guidance, and to have a plan.”

Sylvia knows first hand that “Abyde is the answer to all of the stress associated with HIPAA compliance. No matter your situation, don’t look anywhere else - do yourself a huge favor and contact Abyde.”

Want to learn more about how Abyde helps practices like Carlsbad Optometry? Visit us at abyde.com or send us an email at info@abyde.com.





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