



Blue Coat Prescribes Remote Access and Endpoint Security Remedy to Hospital in France

Blue Coat RA delivers clientless, secure remote access to complex medical applications and sensitive patient information

Serving the vast region of Saône et Loire, Le Centre Hospitalier Hotel Dieu du Creusot faced significant challenges in meeting the staffing demands of four hospitals with a limited number of doctors and specialists. Plus, Le Centre Hospitalier Hotel Dieu du Creusot needed a way to maintain its high quality of service outside of normal business hours, when there was a lack of specialized staff on-site.

Organization:

Le Centre Hospitalier Hotel Dieu du Creusot

Industry:

Healthcare

Challenge:

Le Centre Hospitalier Hotel Dieu du Creusot needed to extend secure remote access from physician home machines and other unmanaged machines to radiological imaging applications while preventing leakage of sensitive patient information.

Solution:

By deploying Blue Coat RA, Le Centre Hospitalier Hotel Dieu du Creusot provided their doctors with easy, secure access to their patients' information from their home computers or from other hospitals in the region, allowing the hospital to continue to maintain a high level of service for their patients.

As the designated host for the hospital's centralized images server, Le Centre Hospitalier Hotel Dieu du Creusot was responsible for managing access to confidential patient radiographies. Considered highly private information, patient radiographic images required the utmost security. Tightly controlled user authentication, access privileges and endpoint security were essential for preventing loss of confidentiality.

"We were looking for an easy-to-manage solution that could support complex applications and maintain a high level of security...Blue Coat's user-friendly solution gives doctors, no matter where they're located, immediate and easy access to the patient information they need."

*M. Sylvain Allard, network engineer
Le Centre Hospitalier Hotel Dieu du Creusot*

It was also crucial that the hospital provide its medical professionals with instant, simplified remote access in the event that no doctors were available on-site and a diagnosis was needed immediately. Easy access to radiographic images was important for enabling the on-duty doctor, located elsewhere in the department or in one of the other hospitals, to carry out the diagnosis. These capabilities were also essential for allowing the hospital to effectively maintain quality service with fewer specialized staff members on-site.

Secure anywhere access to medical applications and sensitive patient information

The Blue Coat RA solution, with native application support and advanced information protection, provided the key capabilities that Le Centre Hospitalier Hotel Dieu du Creusot needed to meet its remote access and endpoint security requirements. Deploying Blue Coat RA provided medical staff with secure access to patient information from their home computers or from other hospitals in the region, allowing the hospital to advance the quality of service for their patients — while meeting its growing staffing demands with a limited number of doctors and specialists.

Le Centre Hospitalier Hotel Dieu du Creusot selected Blue Coat due to its intuitive user experience, advanced security capabilities, and rich application access. Since radiographic images are displayed using a specific streaming protocol, normalized for the healthcare industry, Blue Coat RA's protocol independence was a key requirement for the hospital.

By providing easy deployment and integration with the hospital's existing infrastructure, the Blue Coat solution was installed, configured and operational within one day. With the deployment of Blue Coat RA, Le Centre Hospitalier Hotel Dieu du Creusot enabled its doctors and specialists to increase their efficiency while meeting requirements for confidentiality of patient data.

Benefits of Blue Coat RA

On-demand Connectivity and Security

Based on patent-pending clientless technology, Blue Coat RA provided the hospital's medical professionals with on-demand access to the specific applications and patent data they needed – without ever requiring the installation of client software or the local Admin rights on the user's machine.

Rich Application Access

Extending beyond the web-based application limits of traditional SSL VPNs, Blue Coat RA delivered secure remote access to Le Centre Hospitalier Hotel Dieu du Creusot's complex internal applications with no infrastructure, desktop or application changes required.

Compliance with Confidentiality Requirements

The Blue Coat solution's endpoint security features, including automated information controls and automatic spyware detection and suppression, allowed the hospital to minimize risk of unintentional leakage or malicious theft of confidential patient information on remote medical staff's desktops.



Easy Deployment and Integration

Blue Coat RA provided integrated SSL VPN and endpoint security services for applications and data, without the complexity of integrating multiple vendor solutions. The Blue Coat solution was installed and configured and the remote access system was operational within one day.

About Le Centre Hospitalier Hotel Dieu du Creusot

Founded in 1894, Le Centre Hospitalier Hotel Dieu du Creusot is one of the most important hospitals in the region of Saône et Loire, just north of Lyons, France. With approximately 800 employees, including 69 doctors and pharmacists, the hospital handles over 43,000 outpatient appointments, performs over 4,700 surgical operations and 700 newborn deliveries per year. Le Centre Hospitalier Hotel Dieu du Creusot has 10 medical specialties and seven surgical specialties. The IT department at Le Centre Hospitalier Hotel Dieu du Creusot delivers services to over 300 end-users.