



## iScribe Technology Overview

### Technology

iScribe's intelligent modular technology provides integrated end-to-end clinical information management solutions for its customers in an evolutionary — not revolutionary manner. Our simple, practical building blocks provide users with access to increasing levels of functionality — when they are ready. As a result, change is minimized, but workflow is simplified today!

### Architecture & Security

The iScribe Platform is a Web-based software as a service system. It's high scalability is due to its modular nature which allows us to simply add more "processing farms" to meet increased demand. The underlying architecture is based on Microsoft SQL, ASP.NET and YUI Web 2.0 components.



Separate applications focus on voice processing, HL7 integrations, messaging and communications, transcription processing, transaction management, reporting and analysis and administration on top of a variety of scalable databases.

The underlying systems are built on VMWare VSphere 4.0 architecture, with Windows 2003 server operating systems. The robust VMWare environment significantly enhances our reliability, disaster recovery, and scalability capabilities. This white paper from Forrester Research provides a great overview of the benefits of Virtualization - <http://www.vmware.com/files/pdf/solutions/Business-Value-Virtualization.pdf>

All systems are monitored and protected 24x7 by Astaro Firewalls and monitoring equipment. These systems monitor traffic for unauthorized access attempts and automatically notify our Production Operations team when necessary for research and investigation. Information is delivered over the web using HTTPS 128 byte encryption with a Thawte SSL certificates.

Internal access to production systems is tightly controlled and monitored with only key managers having production level access, and developers restricted to development platforms allowing us to easily provide HIPAA compliance. User access to and communication of records is automatically tracked by the system and made available thru our web interface for users to review, monitor and report on as needed by their own internal policies.

The iScribe Platform provides a wealth of flexible permission options to allow administrators to craft role/permissions structures that match the needs of their internal privacy and control requirements.

## **Production Environment**

iScribe runs a state of the art production environment. All our production equipment is housed at redundant Qwest Cybercenters in Chicago and Denver. These world class facilities sit on the Qwest Internet Backbone, one of the key Tier 1 Internet Providers with unparalleled connectivity and bandwidth.

The two facilities are linked by high-speed connections for production load balancing, backup, and disaster recovery for web access, data storage and telephony. Mirroring of data between the two facilities is accomplished using VMWare's Site Recovery Manager in conjunction with Dell Equallogic SAN systems. Telephony systems have redundant circuits provided by Qwest for maximum scalability and reliability. Circuits automatically roll between Chicago and Denver centers based on capacity needs and availability.

Qwest's facilities provided 24x7 secure access and uninterrupted power. The key benefits of the Qwest Cybercenters can be found in this article: (<http://www.qwest.com/about/qwest/QwestCyberCenters/benefits.html>)

Our systems are monitored every few minutes from points around the world to ensure both uptime and acceptable system response times using Webmetric's monitoring tools. The production systems themselves monitor a variety of critical functions and are complimented by the NetCrunch monitoring systems so that our production operations team is constantly on top of our production environments performance. The ops team is on call 24x7x365 to ensure the highest level of system performance.

## **HIPAA Compliance**

The iScribe platform has been designed with HIPAA compliance in mind. It meets or beats the standards required by HIPAA and HITECH to ensure the most secure and private environment for the management of clinical healthcare information available today.

For more information on please contact your account representative.