



Polymer for Healthcare: Context-Driven HIPAA Protection to track and remove at-risk sensitive data

The Challenge:

- Make Slack HIPAA-compliant based on company privacy policies
- Nudging employees toward best data sharing practices

The Solution:

- Polymer DLP for Slack

The Results:

- Greater than 90% HIPAA-classified files and chats secured from Slack public & private channels in less than 20 seconds.
- Compliance & Security teams achieved their goals within 3 weeks of go-live.

The Challenge

Medly Pharmacy is a high growth online pharmacy leveraging Slack and other SaaS platforms to allow pharmacists to push prescriptions and communicate around patient information. As a HIPAA governed organization, Medly had a choice to either build custom-fit solutions or use off-the-shelf SaaS platforms.

“Slack is not HIPAA compliant out of the box,” according to **Dave Bour, Director of IT at Medly Pharmacy**, “We were concerned about exposure of patient PHI data in Slack & we were looking for automatic redaction in channels.”

Dave Bour had tried Bitglass and Nightfall DLP solutions for Slack but was finding them lacking due to the following reasons:

- Identification of “18 key HIPAA indicators was unreliable and noisy”
- Removal of sensitive files and chats was a “manual process”
- Low accuracy made it difficult to keep Slack public and private channels make sense of signal vs noise
- “Engineering team was involved to review the alerts manually”, making the overall workflow expensive to maintain.
- Certain staff members are authorized users to see HIPAA data, a need for a solution that can allow these users to see this data without undue friction in day to day workflow.

The Solution

Medly Pharmacy was able to deploy Polymer for an automatic HIPAA governance add-in to make Slack compliant to internal governance policies within weeks.

“It was through Polymer were able to achieve context based HIPAA entity identification and redaction accurately”



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The biggest pain point for Medly was a complex set of rules that made up their company-wide HIPAA policies. These rules were contextual-certain items such as Name was not sensitive by itself but the combination of items such as Name, DOB, Address would fall under HIPAA policy of retention and access.

“The installation process was super easy. It took 15 minutes. We had it up and running on the same day for our entire organization”

Medly started the basic HIPAA compliance policy package from Polymer as the stated point. Using the self-service policy framework, Medly team was able to build company-specific heuristics and contextual rules.

There are certain members of the Medly staff who are authorized to see the sensitive data. The drag/drop user interface made it possible to create entity level permissions for Medly Slack Users. The privileged users could see the sensitive data within documents and chats synchronously, all within Slack.

“We are at nearly 100% of accuracy; the product has been hands off since we went live with it. It’s a fully automated system now and we do not need our engineer looking at the data manually”

The Results

Medly Slack environment is HIPAA compliant. Polymer’s flexible policy framework has allowed Medly to open up their Slack Connect to external partners and vendors with no change to the underlying policy.

“We want to use Polymer for other SaaS applications”

Medly also finds the 3rd Party Apps surveillance as a useful tool in monitoring for scopes and data exfiltration from installed Slack Apps.

The user warnings and activity tracking allows Medly to foster privacy-first culture within the enterprise and external partners.

“We wanted to train the user behaviour within the firm and Polymer’s warning system allowed us to point out specific policy violations that has made Medly more secure”

Polymer protects against data loss (DLP) on modern collaboration tools like Slack, Dropbox, Zoom, Github and more with alerting & real-time redaction of sensitive and regulated information such as PII, PHI, financial and security data.