VIRGINIA COMMUNITY HEALTHCARE ASSOCIATION™
45 YEARS 1980-2025

RAINTECH
Cloud. Security. Support. **Results.**

Resilience in the Face of a Crisis

Disaster Recovery for Health Centers

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RAINTECH
Cloud. Security. Support. **Results.**

Our purpose is to cultivate experiences where individuals thrive, empowered to connect, grow, and lead together.

People ~~First~~, PERIOD.™

It’s Monday morning.

Ransomware has locked your EHR.

What happens next?

Disaster Scenario: Real World

- Is your DR plan accessible offline?
- What does it say to do first?
- Is your backup system protected/air-gapped from ransomware?
- How long will it take to restore your EHR?
- What about your ERP and other systems?
- How will you continue seeing patients and documenting care during downtime?
- Who communicates with internal teams, patients, and vendors during a ransomware event?

62%

of companies filed a cyber insurance claim in 2024

27%

filed 2 or more claims

Delinea 2024 State of Cyber Insurance Research Report

Disaster Scenario: By the Book

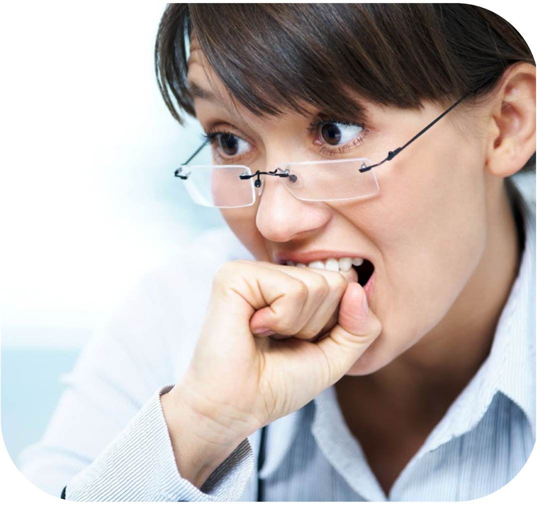
- Have you reviewed your cyber insurance policy and does your Incident Response plan align with their requirements?
- Is the Incident Response provided/required by your insurance carrier even adequate?
- Who is responsible for notifying HRSA and do they know the required timeframe?
- Do you monitor your disk reads and egress traffic to identify data exfiltration?
- How would you prove to an auditor that you’ve tested your DR plan?
- Have you done a tabletop exercise to simulate this exact scenario?

Disaster Recovery Drivers

Real World Risks

Natural Disasters

Cyber Attacks



Human Error

Theft

Disaster Recovery Drivers

Compliance & Regulatory

HIPAA Security Rule (45 CFR §164.308(a)(7))

Contingency planning, DR, data backup, and testing requirements

FTCA / CMS Conditions of Participation

Patient safety and continuity mandates

HRSA Program Requirements

Ensuring continuity of care and compliance with site visit protocols

Business Continuity

Beyond Servers and Data

- Patient Care Continuity
- Clinical Documentation and Reconciliation
- Communication Plans
- Workforce Management
- Facility Operations

- Supply Chain and Vendors
- Revenue Cycle and Billing
- Leadership and Decision-Making
- Offline Access to Critical Information
- Reputation Management

Common Challenges for Health Centers

Funding Gaps

Limited Time to Test

Lacking Skills/Expertise

Incomplete Infrastructure Backups

Take the Disaster Out of Your Recovery Plan

Overview

Disaster Recovery Approaches

On-Prem Secondary Site

Duplicate servers at another clinic or colocation site.

Third-Party Hosting/Vendor

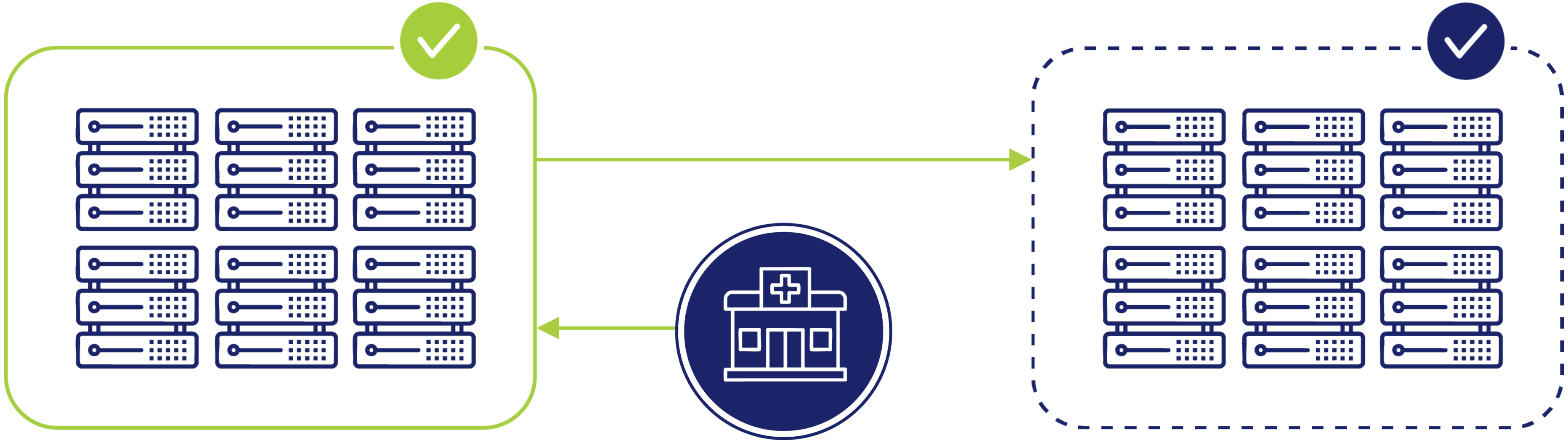
Partner with specialized service provider.

Cloud-Based (Azure Site Recovery)

Data and apps replicated to secure public cloud.

Overview

Disaster Recovery Process



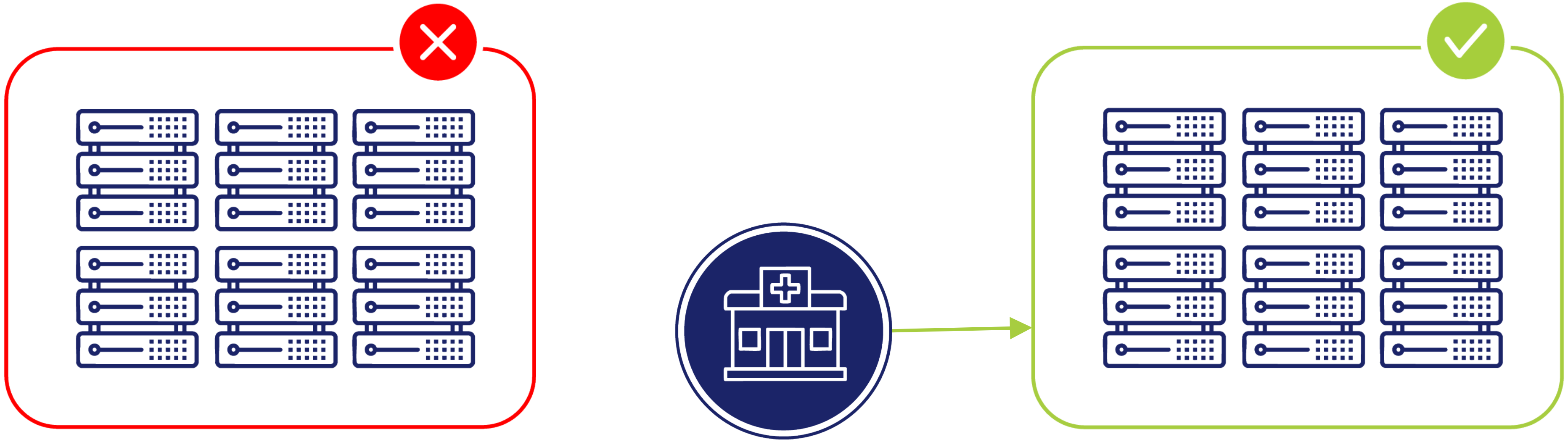
Production Servers

Customer Location

Disaster Recovery Infrastructure

Overview

Disaster Recovery Process



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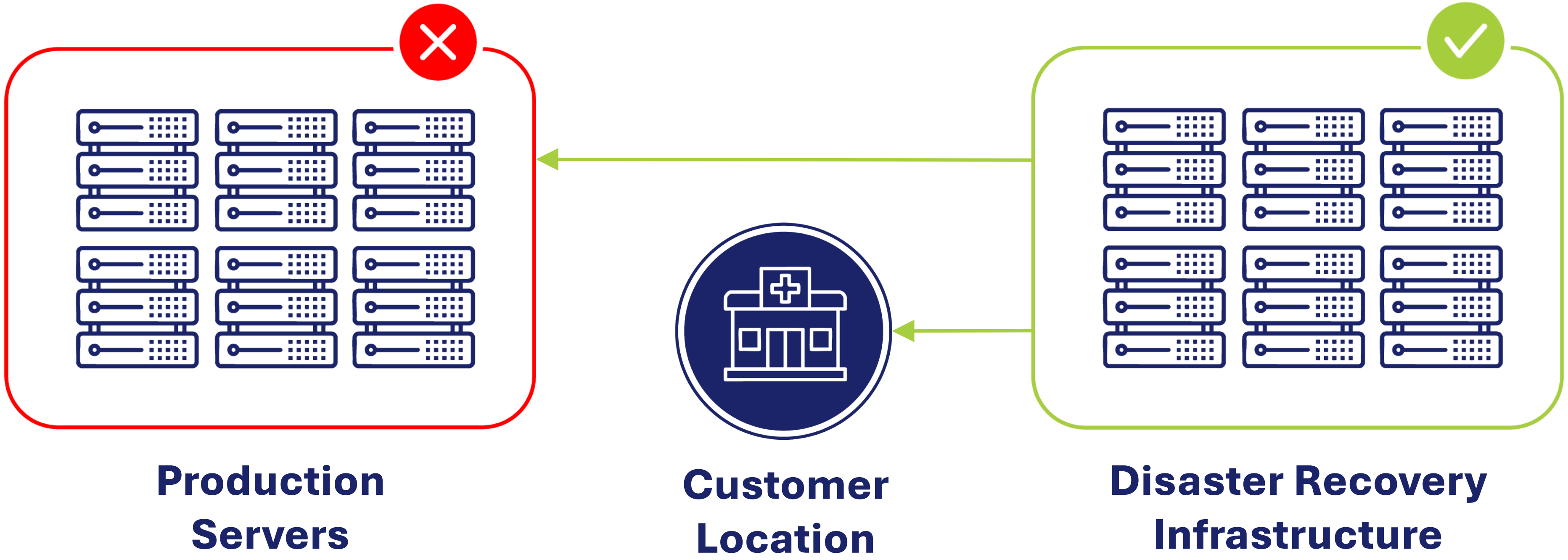

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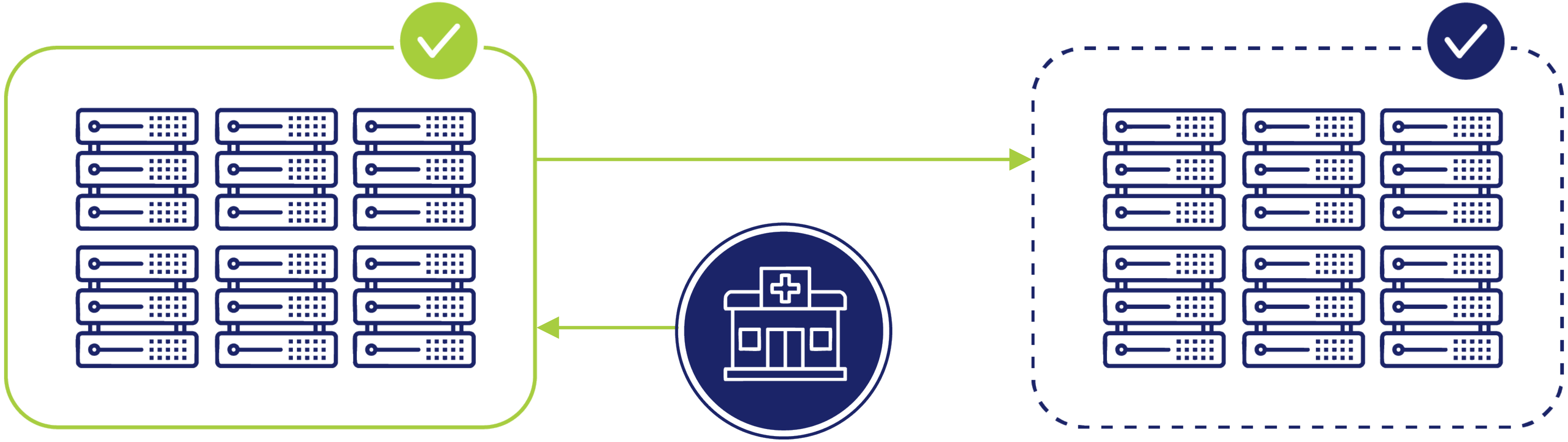

Production Servers

Customer Location

Disaster Recovery Infrastructure

Disaster Recovery Approaches

On-Premise Secondary Site

PROS

Covered by Capital Development Grants

Predictable performance

CONS

High capital cost

Ongoing maintenance

Very long-term skill requirements

Appliance-based solutions are limited in their ability to recover

COMPLIANCE TIE-IN

Must prove backup integrity and test and document annually (resource strain)

Why and When

On-Premise Secondary Site

- **Unreliable or limited internet access**
- Have **existing infrastructure** and want to maximize its use

- Have **dedicated internal IT team** capable of managing and testing DR in-house
- Finances dictate **CapEx investment** over recurring cloud OpEx

Disaster Recovery Approaches

Third-Party Hosting / Vendor

PROS

Professional support

Little to no capital cost

Often little to no third-party cost associated with DR testing

CONS

Vendor lock-in

Generally, not covered by capital development grants

COMPLIANCE TIE-IN

HIPAA requires BAA and documented recovery testing

Why and When

Third-Party Hosting / Vendor

- **Lack in-house resource availability** to configure and manage a DR environment themselves
- Want **expert guidance** on DR, compliance, and recovery planning
- Need a **"set-it-and-forget-it" approach** with clear SLAs and support
- Seeking **predictable monthly costs** and reliable vendor relationship
- Opt not to have duplicate onsite hardware, but **lack public cloud expertise and budget**
- Prefer to **outsource the complexity** of DR
- Want **automated testing and audit trails** to satisfy HRSA, HIPAA and cybersecurity insurance requirements

Disaster Recovery Approaches

Public Cloud-Based (Azure Site Recovery)

PROS

Scalable

Highly resilient

CONS

Subscription costs are expensive and can be unpredictable

Hiring Azure-certified staff is expensive

COMPLIANCE TIE-IN

Microsoft will sign a BAA

Why and When

Public Cloud-Based (Azure Site Recovery)

- Already in (or moving to) **Azure for other services**, making integration easier
- Need a **scalable, flexible DR solution** that grows with them
- Want to **reduce capital expenses** and only pay for what they use
- Need **geographic redundancy** to protect against regional outages
- Want **automated testing and audit trails** to satisfy HRSA, HIPAA and cybersecurity insurance requirements

DR-as-a-Service: Often the Best Fit

- Predictable OpEx vs. CapEx
- Includes Annual Testing and Documentation
- Specialized Expertise on Demand
- Scalable with Growth

Case Study

Third-Party Hosting DRaaS Solution

Case Study: Third-Party DRaaS

The Challenge

➡ **Legacy DR setup put patient care and compliance at risk**

- DR appliance was located on-site — vulnerable to physical disasters
- Could only virtualize a fraction of the FQHC's production servers
- Slow and partial failover risked major care disruptions
- No streamlined way to test DR — made HIPAA compliance harder
- Leadership needed a scalable, healthcare-aware partner

Case Study: Third-Party DRaaS

The Solution

➡ **MSP deployed a fully managed cloud-based DRaaS platform**

- Backups moved to secure, offsite cloud infrastructure
- Full environment failover in under two hours
- On-demand file and folder restoration — no hardware needed
- Network and VPN configurations replicated for seamless access
- Full failover test completed within 30 days; annual testing included

Case Study: Third-Party DRaaS

The Outcome

➡ **Modern, resilient DR with real peace of mind**

- Eliminated on-site hardware risk and single points of failure
- Significantly faster recovery during outages
- Simplified HIPAA compliance with built-in, documented testing
- Freed up internal IT to focus on strategic work
- Continuity of care delivery — even when disaster strikes

> Our previous Datto solution left us feeling uncertain about our disaster recovery readiness. We recognized that it would likely fall short in the event of a true emergency. Our MSP provided a seamless transition to a new solution that has exceeded our expectations. **The recovery process is now efficient, straightforward, and fully tested.** With no reliance on physical hardware and no compliance concerns, we have complete confidence in a solution that ensures business continuity.
>
> **— Vice President of Technical Services**

Key Takeaways

- A disaster recovery plan is not optional — compliance requires it
- Multiple approaches exist, each with challenges
- DRaaS offers best fit for most health centers' realities
- Annual testing and audit documentation are critical differentiators
- Alignment with cyber liability insurance

Thank You!

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