



Customer Case Study

Canna Care

towerwall.com



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Towerwall has provided best-in-class services to hundreds of customers across various industries and sectors. Our name and reputation is built on over 20 years of unparalleled security services and customer satisfaction. We consistently exceed our customer's expectations and surpass the services of our competitors by understanding the changing security landscape and tailoring our services to meet our customer's security and budgetary needs”



- Michelle Drolet, CEO

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Background

Canna Care Docs is a dynamic company specializing in cannabinoid therapies. Their services include the qualification of patient conditions by board-certified and licensed medical professionals for treatment using medical cannabis. They also provide counseling on the application of cannabis as it relates to patient medical needs.

Canna Care Docs' has experienced notable expansion that includes clinics in Massachusetts, Maine, Connecticut, Maryland, Delaware, and the District of Columbia.

Canna Care Docs strives to enrich the communities where their clinics reside through education, compassion, and philanthropic endeavors.

Engagement

Why Towerwall

Canna Care Docs hired Towerwall to assess their effectiveness in protecting sensitive information such as patient health information and employee personal information from security breaches. The company sought to leverage Towerwall's expertise to strengthen their HIPAA and MA 201 CMR 17.00 compliance in their clinics in Connecticut, Maine, and Massachusetts.

“Towerwall was selected to help us gain a better understanding of where compliance gaps existed and the corrective actions to take to remediate the identified gaps.”

- Marta Downing, Canna Care Docs Chief Business Officer

Challenge

Protecting Information

In today's business, it is critical to protect sensitive information such as patient health information and employee personal information from security breaches. Canna Care Docs' was challenged with determining what and how to enhance their handling of protected health information in five of its clinics, across all mediums ... electronic, paper, and oral, and in accordance HIPAA and Massachusetts 201 CMR 17.00.

Acting as Canna Care Docs' trusted advisor and partner in addressing these challenges, Towerwall emphasized the importance of understanding where compliance gaps existed and the corrective actions to take to remediate the identified gaps.

Results



HIPAA and MA 201 CMR 17.00

Towerwall's objective for the engagement was to strengthen Canna Care Docs' information security and data privacy practices and to assure compliance with data privacy regulations.

Towerwall's deliverables included conducting a comprehensive HIPAA and MA 201 CMR 17.00 assessment and a review of Canna Care Docs' existing policies, procedures, and technical and physical security controls. The approach for achieving the deliverables consisted of:

- Protecting against anticipated threats to the security or integrity of protected and sensitive information in electronic, paper and oral form
- Identifying security and compliance gaps and providing corrective actions in accordance with HIPAA and MA 201 CMR 17.00
- Developing procedures that enable the proactive awareness and management of security and privacy issues in Canna Care Docs' clinics
- Creating policies and procedures that outline security and confidentiality requirements for patient and employee information

“The purpose of this assessment was to enhance Canna Care Docs' handling of protected health information through the provision of security and technology services that were tailored to their needs.”

- Michelle Drolet, Towerwall CEO and Founder

Contact us to learn more about our data security and compliance services and to build a custom program for your organization.

Michelle Drolet

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About Towerwall

At Towerwall, we believe that a second set of eyes is crucial to your data security. Many vendors implement a “check list” mentality when tasked with assessing more than one business operation. Whereas, Towerwall uses proven methods for assessing risk, coupled with extensive experience to provide you with an actionable security risk assessment. For over 23 years, Towerwall has helped scores of companies safeguard their data and leverage their investment in IT with advanced information security solutions and services. As a market leader within the IT security industry, we offer complete IT security services. By working together we can collectively lower the risk and cost of a data breach. Each passing day we come to see the stakes are getting higher, but more than simply good business practice, today state-of-the-art data security is the law. Our time-tested methodologies provide a consistent, repeatable, and measurable approach to information security.

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