

LEVERAGING CYBER EXPERTISE TO COMBAT CYBERATTACK

BUSINESS ISSUE

A regional health system was attacked by ransomware that disabled the hospital systems and required implementation of emergency protocols. They transitioned to pen and paper to record patient information.

PROBLEM

- Ransomware attack disabled entire hospital systems including medical devices necessary for patient care
- Absence of a comprehensive view of cyber vulnerabilities, real-time monitoring of connected medical devices, and expertise in medical device remediation
- Lack of modality (i.e., radiology and laboratory) specific medical device expertise to safely assess and remediate devices to get back online

SOLUTION



Within eight hours of receiving the call, TRIMEDX dispatched a modality-specific CYBER Team with a plan in place to execute



Implemented medical device safety protocols prior to returning to service



Assessed and scanned disabled diagnostic imaging medical devices for indicators of compromise, re-established network connectivity, and restored business operations for critical clinical services

VALUE



Rapid response: On-site arrival within eight hours of contacting TRIMEDX CYBER Team



Expertise: Trained team, with modality-specific cyber expertise, came prepared with an action plan to return medical devices for patient use

OVERVIEW

This case study is based on a regional health system with 100 dedicated physicians and advanced practice clinicians providing premier health care to the community and surrounding areas. The health system is a current TRIMEDX Clinical Engineering Services client.

WHAT OUR CLIENT SAYS

“TRIMEDX was patient first. They arrived within eight hours with a plan and immediately started to execute and address the problem.”

“TRIMEDX was committed to restoring our medical devices for critical patient care even though we only had access to their basic cybersecurity offering. TRIMEDX teams arrived on site within eight hours of us reporting the ransomware attack. The timeliness of their response and ability to quickly assess and restore compromised medical devices significantly reduced medical equipment downtime.”