



Office 365 Modern Workplace Medical Home Center

CLOUD · CYBERSECURITY · HEALTHCARE

WE HELP YOUR
BUSINESS
TO GROW HIGHER

The Challenges

- 01 Medical Home Center relied on a hybrid network with much of its clinical and operational data managed on-premise — creating growing complexity and cost as the organization expanded its in-home care services across Southern California.
- 02 Care teams — including housecall doctors, home health nurses, and care management staff — needed reliable mobile access to patient records, care plans, and internal communications while working in the field.
- 03 As a healthcare provider handling sensitive patient health information (PHI), Medical Home Center faced strict HIPAA compliance requirements that the existing infrastructure was not fully equipped to support.

- Enable field-based care teams to securely access information from any device, without relying on on-premise servers or VPN.
- Ensure full HIPAA compliance with robust data loss prevention, multi-factor authentication, and secure PHI handling across all platforms.
- Reduce IT overhead and infrastructure costs while building a scalable foundation for continued service growth throughout Southern California.

"The move to Office 365 has transformed how our care teams collaborate and access information in the field. TechHeights made the transition seamless, and our staff adopted the new tools quickly and confidently."

— Leadership Team, Medical Home Center

Background

Medical Home Center (MHC) is a Southern California-based in-home healthcare provider headquartered in Westminster, CA. MHC delivers a comprehensive range of patient-centered services — including housecall doctor visits, home health, chronic care management, palliative care, hospice care, and ancillary services — enabling patients to receive high-quality medical care in the comfort of their own homes.

As MHC's care programs and field workforce continued to grow across the region, the organization engaged TechHeights to modernize its IT environment with a cloud-based Office 365 Modern Workplace solution designed to support mobile care delivery, improve staff collaboration, and strengthen HIPAA compliance.

Solution

New Cloud Environment

TechHeights migrated Medical Home Center's infrastructure to Microsoft Office 365, with SharePoint Online serving as the cloud backend for clinical and administrative data, and OneDrive replacing local document storage for all staff. An information architecture planning session was conducted upfront to establish a scalable, HIPAA-aligned file structure. Administrators now manage user permissions centrally, reducing IT burden and improving control.



Communication & Collaboration

SharePoint serves as a company intranet and department hub, giving care coordinators, clinicians, and administrative staff a single place to access employment documents, care protocols, and company updates. Power Automate workflows eliminated manual, paper-based processes. Office 365 apps are accessible across up to 5 devices, including mobile, supporting field-based care teams throughout Southern California.



HIPAA Security & Compliance

SSO with Multi-Factor Authentication was deployed across all O365 services. Data Loss Prevention (DLP) policies alert key personnel when PHI is shared outside the organization. Advanced Threat Protection (ATP) provides enterprise-grade spam and virus defense. TechHeights proactively manages MHC's Secure Score to maintain ongoing HIPAA best practices.



Operational Efficiency

Physical servers were eliminated and staff no longer require a remote desktop solution to access the network. Automated workflows freed clinical support staff to focus on patient care rather than manual administrative tasks — all without additional software costs.

Success

The digital transformation equipped Medical Home Center with the modern, secure infrastructure needed to scale its in-home care services across Southern California. Field care teams — from housecall physicians to home health nurses — now collaborate and communicate more effectively, while patients benefit from faster, better-coordinated care delivery.

With TechHeights as an ongoing managed IT partner, MHC leadership has full confidence that their Office 365 environment remains secure, HIPAA-compliant, and ready to support the organization's continued growth.

Reasons to Partner with TechHeights

✓ Microsoft Cloud partner with 10+ years of healthcare IT and Office 365 expertise

✓ Fully managed migrations with white-glove support from planning through go-live

✓ Fixed project costs with transparent scoping — no surprises, no hidden fees

Award-winning and highly experienced Office 365 migration experts

Get a free, no-obligation 30-minute session with a Microsoft Certified Professional.

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