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BUSINESS CASE

International Healthcare Retailer Achieves HIPAA IT Policy Compliance

CLIENT: Luxottica Retail's business is based on a continuous innovation of manufacturing technologies, the research of style and design, the analysis of the evolution of people's lifestyles, and the interpretation of fashion trends. Luxottica Retail's widespread distribution network and sales chains have been organized to offer a high-quality before and after-sales service, at all times and anywhere. A service that is homogeneous, yet non-standardized, because it is designed and suited to meet the specific local needs. Millions of consumers in 120 countries in all five continents have chosen, and keep choosing Luxottica Retail.

CHALLENGE: Company did not have adequate policies and procedures to meet the HIPAA regulation. Company administers ePHI (electronic Personal Health Information) and is subject to HIPAA (Health Insurance Portability and Accountability Act) compliance. Lack of documented procedures created inefficiencies.

SOLUTION: The DALCO HCP™ (HIPAA Compliance Practice) evaluated current Luxottica Retail IT policy, process and practices. DALCO created customized policy, procedures and guidelines to meet HIPAA regulations specific to the client's environment. A key deliverable was training customer personnel for maintaining ongoing compliance. Standard HCP™ methods include BPR (Business Process Re-engineering).

RESULTS:

Luxottica adopted DALCO recommendations with the following results:

- Luxottica Retail's IT policy documentation is now HIPAA compliant.
- Project was completed on schedule and under budget
- Risk reduction and cost avoidance was achieved
- Increased efficiencies by over 8%