

CASE STUDY

Canyon City Solutions

Meaningful and Responsive Compliance Support That Lasts



Overview

Canyon City Solutions, developer of **ReliaTrax**, provides a comprehensive web-based EHR (electronic health record) system for behavioral health professionals and organizations.

As a long-standing Business Associate with over 15 years of HIPAA compliance experience, Canyon City Solutions needed a partner who could provide consistent support and keep them ahead of evolving regulatory requirements.

Challenge

Before engaging with Medcurity, Canyon City Solutions had worked with three different HIPAA compliance platforms. Each had left gaps in two critical areas:

- **Accessibility:** A reliable way to reach support when immediate questions arose.
- **Responsiveness:** Timely answers and hands-on guidance to resolve compliance issues.

Although their team was experienced in HIPAA risk assessments and policy development, they sought a partner who could add value, streamline processes, and ensure continued readiness.

Solutions Implemented

Canyon City Solutions chose Medcurity after putting the platform and team to the test. Medcurity exceeded expectations by:

- **Ongoing Responsiveness:** Giving timely answers to weekly policy review questions, replacing on-the-fly Google searches and reliance on outside legal counsel.
- **Regulatory Updates:** Proactively alerting the team to rule changes and continuously improving the platform.
- **Policy and Procedure Support:** Reviewing existing materials, integrating them into structured templates, and ensuring HIPAA compliance alignment.
- **Streamlined Risk Assessment:** Guiding the team through a clear and efficient Security Risk Analysis, and following up with actionable work items.

Conclusion

Canyon City Solutions transitioned from fragmented compliance support to a long-term partnership with Medcurity. With reliable communication, hands-on expertise, and proactive updates, Medcurity continues to provide the clarity and confidence Canyon City Solutions needs to support HIPAA compliance in behavioral health.