

CASE STUDY

From Overwhelmed to Compliant

How a solo Long Island behavioral health practitioner went from scattered and audit-anxious to confidently compliant — in about 30 days.



ENGAGEMENT SNAPSHOT



CLIENT

Solo practitioner



LOCATION

Long Island, New York



PRACTICE

Behavioral health



ENGAGEMENT

Security & Privacy build-out



DURATION

~30 days



STATUS

Audit-ready & maintaining



The Challenge

Overwhelmed, and unsure where to start

The practice was growing quickly, but its HIPAA program hadn't kept pace. The practitioner knew there were gaps — she just didn't know how many, or which to tackle first. A possible payer review made it feel urgent.

- ✗ **No documented Security Risk Analysis.** The single most important foundation of compliance was simply missing.
- ✗ **Consumer email in daily use.** PHI was moving through tools that had no business associate agreement.
- ✗ **Calendar invites leaking names.** Appointment invites paired patient names with the practice's identity.
- ✗ **A scheduling vendor with no BAA.** Patient data was sitting with an unvetted third-party tool.
- ✗ **No written policies or training records.** Expectations lived in her head, not on paper.



Our Approach

A clear, prioritized path

We started by measuring the real risk, then worked the highest-impact fixes first — so she always knew what mattered most, and why.

- ✓ Completed a full, documented SRA and turned the findings into a prioritized remediation roadmap.
- ✓ Migrated email to a BAA-covered Microsoft 365 plan with encryption, and closed the calendar-invite leak.
- ✓ Replaced the non-compliant scheduler and collected BAAs from every vendor handling PHI.
- ✓ Authored plain-language policies and documented training on what to do day to day.



The Results

From overwhelmed to compliant

30

Days to
audit-ready

100%

Staff
trained

23

Risk gaps
closed

4

Vendor BAAs
in place

- ✓ **A documented SRA and roadmap.** The missing foundation is now firmly in place and repeatable.
- ✓ **Encrypted email and a vetted scheduler.** PHI now flows only through tools under a signed BAA.

- ✓ **Clear policies and documented training.** No guesswork — she knows exactly what to do.
- ✓ **A program that maintains itself.** Incident reporting and annual reviews keep compliance current.

“

A1plusAI turned HIPAA compliance from overwhelming to manageable. Their guidance, tools, and training gave me real clarity — and genuine peace of mind.



Solo practitioner

Behavioral health practice · Long Island, NY

Your Practice Could Be Next

Whatever shape your compliance is in today, we'll meet you where you are and build a clear path forward. Reach out for a free consultation.



CALL

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SERVING

New York & Long Island

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