Interview series

Partnership trifecta: driving innovation through seamless collaboration (with minimal red tape)

ClearDATA helps healthcare organizations transform and innovate in a multi-cloud world, leveraging Google Cloud for security, compliance, privacy, and safeguarding Protected Health Information.

CareCloud helps medical groups achieve clinical, financial, and operational excellence through a powerful cloud-based platform.

The Google Cloud Healthcare and Life Sciences team spoke with Alen Pulido, Director of Engineering at CareCloud, and Matt Ferrari, Chief Technology Officer and Co-Founder of ClearDATA, about their partnership to make cloud-based healthcare solutions available to all healthcare providers and the patients they serve.

What business challenges motivated CareCloud to work with ClearDATA and Google Cloud?

Alen Pulido: CareCloud is a cloud-based healthcare IT software provider, focused on the ambulatory side of electronic medical records and practice management. With our Breeze platform, we also extend into patient experience. Because we're dealing with highly sensitive patient data, we have to adhere to a lot of industry regulations and security compliance standards. For most organizations—including us—it's pretty much impossible and cost prohibitive to create, deploy, maintain, and enforce this kind of infrastructure. We simply don't have the manpower to develop the necessary generic patterns. We also faced the challenge of maintaining developer productivity and happiness. For that, we needed to turn to a cloud that was easy and intuitive, so that we could bring ideas forth quickly, all the way to production. With ClearDATA on the compliance side and Google Cloud providing cloud services, we did just that.

Let's get solving.

CareCloud, ClearDATA, and Google Cloud are...

"...solving for secure, compliant, interoperable data in the cloud."

Alen Pulido,
Director of Engineering, CareCloud

"...helping healthcare organizations advance by driving innovation into their organization."

Matt Ferrari,
Chief Technology Officer
and Co-Founder, ClearDATA

How did you utilize Google Cloud Platform as you implemented this solution within CareCloud? How's it working out?

Alen Pulido: We have a completely cloud-native solution, and we're leveraging Kubernetes to scale all the microservices. We're also relying on pretty much every Google service. We're using Popsoft as our messaging service and saving all our data in Google Cloud Storage. We're also leveraging the FHIR API to save the data and the FHIR standard for interoperability with our customers. Finally, we look to ClearDATA for guidance and technical expertise on how to implement our solution securely and with full compliance. ClearDATA allows our developers to say, "Okay, ClearDATA is handling this huge business problem for us so we can focus our energy on creating the best possible programs."

Matt, please tell us more about ClearDATA's partnership with Google and your work with CareCloud.
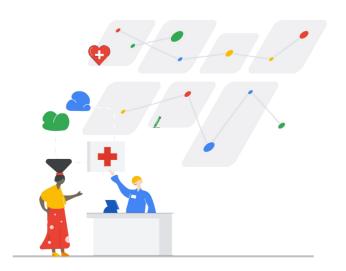
Matt Ferrari: ClearDATA takes the native cloud services that Google offers and builds a managed service of security, compliance, and privacy, just as Alen described. Organizations like CareCloud bring us challenges like this: "How do I maintain HIPAA compliance over time as I launch new applications and features, and as I put my application inside new ambulatory care facilities?" ClearDATA, in conjunction with Google Cloud, has essentially built an automation platform to solve that problem.

CareCloud's work is near and dear to my heart. They're helping human beings. Their Breeze product solution is really about easy patient intake software, so that when doctors walk into a patient room, they have the right information. CareCloud builds their products with deep empathy toward the patient. This collaboration among Google Cloud, ClearDATA, and CareCloud is one example of how technologies and combined areas of expertise can improve patient experiences in the real world.

Alen Pulido, Director of Engineering, CareCloud

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Google Cloud

ClearDATA

What do you most appreciate about Google Cloud?

Matt Ferrari: World-class engineers built Google Cloud services over the course of years. This is not marketecture. There is real substance behind these services. Google Cloud Platform is very modular and extremely easy to use. Many healthcare organizations don't want to use multiple portals or interfaces. Google Cloud has always been at the forefront of launching API capabilities that yield the exact same user experience, whether you use the Google Cloud interface or the API. They make it easy. Even in our partnership, I've been surprised and pleased by how little red tape there is; it's extremely easy to navigate the partnership and to connect with the right people to leverage the platform fully. Google actively facilitates this.

In healthcare, a tremendous amount of structured and unstructured data is sitting in databases, warehouses, and doctors' notes in EMRs. Healthcare organizations want to use this data to improve patient outcomes and to meet business objectives. Google Cloud Platform is built for that. It's the leader in machine learning and AI services within healthcare.

Matt Ferrari, Chief Technology Officer and Co-Founder, ClearDATA

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To learn more about
Google Cloud Healthcare and Life Sciences visit:

https://cloud.google.com/solutions/healthcare-life-sciences

To learn more about ClearDATA visit:
https://www.cleardata.com/multi-cloud-platform/gcp/