iSalus AWS Data Center Migration

Migration Details

What is being migrated?

iSalus Healthcare currently uses Expedient as a data center vendor, which supports the storage of all data and the network supporting OfficeEMR (officemd.net). For reasons described below, we are in the process of migrating to Amazon Web Services (AWS) as a replacement for this current vendor. This is a significant change that may require changes within your network to avoid disruption in services.

Why are we migrating?

This migration represents our commitment to providing you with the best possible healthcare technology platform through our new AWS infrastructure. Here are some of the benefits:

- **Future Proof Infrastructure** | Access to cutting-edge AWS services and innovations
- **Advanced Security** | AWS's enterprise-grade security infrastructure with enhanced HIPAA compliance.
- **Better Scalability** | Seamless scaling to accommodate growing healthcare demands.
- **Improved Disaster Recovery** | Enhanced backup and recovery capabilities for business continuity.

Migration Completion Date & Information

- **Timeline**: Services from Expedient to AWS will be migrated no earlier than 1/30/26 and will be completed by 2/1/26.
- **Hours**: The migration will occur during a maintenance period beginning on Friday (1/30/26) @ 10 pm EST and could extend into the morning of 2/1/26. Interruption in service is expected to be brief during these times.
- **Communication**: Real-time updates can be found via our status page: https://isalushealthcare.statuspage.io/#

Pre-Migration Required Actions

FIREWALL RULES: The following action is required if your networking team currently whitelists Officemd.net by the IP address (216.37.58.34) in ANY network(s) leveraged by users to access OfficeEMR at all service/ancillary locations.

Keep the current IP address in place until we notify you that it is safe to remove.

To ensure uninterrupted access to our services during and after our AWS migration, please update your firewall or network *allowlists* and **add** the range of IP addresses described below before **1/30/2026**:

Current Expedient IP	NEW AWS IPs
216.37.58.34	18.97.133.40/29 *All IPs inclusive of 18.97.133.40-47*

⚠ **Failure to update will result in service disruption. If you do not currently whitelist our IP addresses, no action is required.**

Post-Migration Checklist

iSalus will perform extensive testing before and after the migration, but to ensure your practice-specific workflows, integrations, and interfaces are functional, confirm the following is true:

- **All Interfaces are still sending/receiving data**
- **Users can log in to Officemd.net at all locations/networks**

Support & Escalation

When to contact Support:

- Unable to access systems even though *allowlist* has been updated as described above
- API/HL7 integrations are not functioning properly
- Data appears missing or corrupted
- Performance issues or system errors

If support is needed use one of the following options:

- Create a New Support Ticket (click **here** for instructions)
- Send an email to **support@isalushealthcare.com**
- Call the Support Team: **877.280.6640**

FAQs

Will there be any data loss during the migration?

No, all data will be securely transferred with integrity verification.

How will I know when the migration is complete?

You'll receive a status page update confirming completion.

What if I encounter issues accessing the system after migration?

Contact our support team immediately for assistance.

Will system performance be affected after migration?

System performance should **improve** due to AWS's enhanced infrastructure capabilities.

Do I need to update any firewall or security settings?

Yes, you will need to update your firewall or network *allowlists* and add our IP addresses (see the pre-migration required actions).

We are also working with all external vendors using VPN/SFTP connections to exchange HL7 and other data to ensure connectivity in the new environment.

Do you have a failover plan in case the migration doesn't go well?

Yes, we have a comprehensive failover plan. If any issues arise, traffic can be immediately redirected back to our current data center. We gradually shift traffic to AWS and can quickly revert if needed, which is why this is conducted during a scheduled maintenance window.

Can my organization be excluded from this migration?

No, all customers and partners will be migrated to the new AWS infrastructure. This migration is essential for improving platform stability, security, and performance for all users. There are no exceptions to this process.