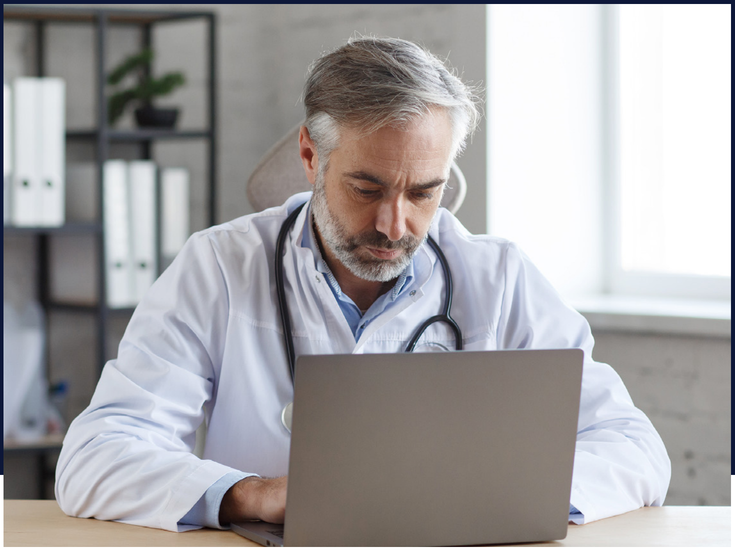
RingCentral®

Mobile telehealth security checklist



You and your patients want a mobile telehealth solution. It's convenient and cost-effective for you and them. Yet, with every telehealth solution, there are some risks, and mobile telehealth is no exception.

This checklist helps you think about some of the mobile telehealth security considerations that will protect you and your patients.

□ 1. IS YOUR MOBILE TELEHEALTH SOLUTION HIPAA-COMPLIANT?

HIPAA standards are strict regarding the channel of communication through which you share electronically protected health information (ePHI). The legislation says that the channel of communication must be "secure," without going into more detail. So, what does "secure" mean?

- Fully encrypted data transmission
- Peer-to-peer secure network connections
- Videos aren't stored locally on the patient's device

In addition to ensuring security, you also might want to put a log management solution in place. Logs are records of events that take place within a system or network. Log management solutions allow you to mine logs to determine whether your digital security has been compromised. By putting a log management system in place, you have an extra way to measure your HIPAA compliance.

□ 2. ARE YOU USING YOUR TELEHEALTH SOLUTION IN A SECURE MANNER?

There are steps that you can take to make sure that you're using your mobile telehealth solution securely:

- Use it in the right physical location – Hold your telehealth appointments in a quiet office or room in your home with a closed door, so that no one can hear you or see you.
- If you're using Wi-Fi, use a network with a strong password.
- Keep your mobile device secure – Protect it with a password, and keep a close eye on it so it doesn't get lost or stolen.

□ 3. HAVE YOU TRAINED YOUR HEALTHCARE STAFF IN SAFE MOBILE TELEHEALTH PRACTICES?

You might be an expert in mobile telehealth cybersecurity issues, but are your staff members well trained in security? Taking the time to train them on what to do (and what not to do) not only protects your patients' information but it could save you thousands of dollars in non-compliance fines.

□ 4. IS YOUR ANTI-VIRUS AND MALWARE SOFTWARE UP-TO-DATE?

In addition to standard security features on your mobile device, you need to remember to update anti-virus and malware software frequently to ensure that your device remains secure and in optimal shape.

□ 5. HAVE YOU ADDED MULTI-FACTOR AUTHENTICATION TO YOUR LOG-IN PROCESS?

Where possible, requiring system users to log in with two-factor authentication methods helps to ensure security. By requiring users to provide something personal such as a cell phone number, fingerprint, iris scan, or some other form of identification, multi-factor authentication helps your telehealth solution remain safe.

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