

## WHAT'S NEW



As summer continues, some large events are being canceled while others remain in limbo. It's still uncertain what sort of gatherings will be possible in this climate. Even if you can't go to your normal vacation, fair, or summer event, be sure to plan something fun for yourself or your family! Whether it's a hiking trip, a camp-out in the backyard, or a road trip to your favorite park, don't let the summer slip by!

## UPCOMING EVENTS



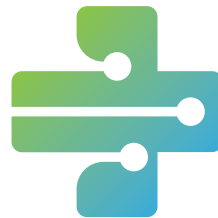
See more at: [htadvisorsllc.com/events](https://htadvisorsllc.com/events)

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Healthcare  
Technology  
Advisors

## REFERRAL

Join the HTA  
Advisory Committee!



Have a coffee on us, and get a chance at a FREE iPad.

With our new referral rewards program, every qualified referral enters you into a drawing for a new iPad. Don't miss your chance to win this quarter!

This monthly publication provided courtesy of Derrick Weisbrod & Hugh Anderson, Founding Advisors of Healthcare Technology Advisors.

Our mission is to be trusted advisors guiding healthcare businesses through the complex IT and HIPAA landscape while providing a comprehensive service that always maintains a human touch.



## CLIENT SPOTLIGHT: REGIONAL CREDIT SERVICES



1201 Jefferson St., Ste. 150  
Washington, Mo 63090

Located in Washington, Missouri, Regional Credit Services is a debt-collection agency that specializes in collecting payment in a professional and amicable manner. By treating the clients and

patients they contact with the utmost respect they maintain a good relationship throughout the tricky business of getting paid. They understand that they represent the businesses they are collecting for, and employ "firm but fair" techniques of communication.

Regional Credit Services serves several medical clients, and is fully compliant with HIPAA regulations. As a client of Healthcare Technology Advisors, we can personally attest to their IT security and compliance. Proud members of the American Collectors Association and Missouri Collectors Association, Regional Credit Services is a fantastic partner to have in the world of collections.

### TECH TIP: WHAT WOULD YOU DO IF AN EMPLOYEE LOST YOUR DATA?

Have you been implementing new processes in your practice to utilize remote work and telehealth? Are you worried that your employees might not have all the training they need to keep your network secure? Are there just too many irons in the fire right now to add extra training to the list?

We can never be 100% secure. Introducing new software such as Zoom or GoToMeeting can cause confusion and missteps. It is unavoidable that someone may slip up.

But you can be 100% -or close to it- prepared for a cyber attack that locks or corrupts your data.

How? Backups.

If you can't answer "Yes" to these three questions, you may suffer financial losses in the event of a security breach and ransomware event.

- Is your data backed up to a remote location, and have you tested the recovery capabilities?
- Do you have your disaster recovery plan documented in a way that is easy for all staff members to follow, with minimal disruption to daily activity?
- Do you have automated training and education delivered to your employees through email, such as phishing simulations or weekly security reminders?

Having these solutions in place is a vital component of being HIPAA compliant, and important for maintaining basic business functions in the face of a security breach, ransom event, or data loss.

Need help? Call HTA today or go online at [htadvisorsllc.com/10essentials/](https://htadvisorsllc.com/10essentials/) to discover the top 10 essential steps to backup and disaster recovery.

Schedule a free Backup and Disaster Recovery Consult to help get your plan in place!



## HAPPY FOURTH - AND CHOOSE YOUR FREEDOMS WISELY

By Abigail Kern



As the world around us returns to a semblance of working 'normal' I find myself asking what freedom looks like. My family, mostly located in rural Missouri communities, has experienced an entirely different kind of freedom lately than many of my friends, who live in and around St. Louis. While I and my family took precautions and wore masks, our towns were mostly shuttered by the state's decree, and though we all saw different levels of care by our fellow citizens, most people were cautious but not overly worried. Stores did not restrict the number of patrons inside at one time. They did not require masks to enter. Many public services have opened back up, like playgrounds and our local water park. Everyone around me is moving through life again as they did before, with perhaps only a little more caution.

Meanwhile, my friends who live in the city experienced something entirely different. Not only were they under lockdown orders, stores around them drastically reduced hours. A colleague who works night shifts found her entire routine disrupted as she could no longer visit the grocery store after work. A friend who is immune compromised is still not venturing out unless unavoidable.

And yet in the countryside, concerts have resumed. Parties may be smaller and more subdued but they are back. Everyone seems relieved and laughs, pleased to have gotten through it all.

I can't shake the knowledge that this isn't over yet. We have already heard of massive spikes in Coronavirus cases following the opening of many states. As the economy resumes, will we continue to take precautions? Or will we throw our masks in the air and shout down the nay-sayers?

Some of us, right now, have more freedoms than others in this country. We have the freedom to travel unrestricted, to attend parties and gatherings, to shop mostly where we please. Others still operate under stricter rules, either imposed by their municipalities or taken upon themselves.

While we have that ability to choose, I hope we all use the freedom wisely. I revel in the ability to return to my favorite places, such as the Botanical Gardens, but I will remind myself that, while I have the choice, I should exercise it by wearing a mask and keeping those around me safe.

If you get to see fireworks this month, enjoy them, and exercise your freedoms wisely.



## COMITs REVIEW: ASSET MANAGEMENT

In many medical offices, people are expected to wear several hats. Doctors are owners, nurses are human resources, and practice managers are IT directors. And they do it well. But have you ever found yourself wishing you had more time to focus on the strategies and decisions that can help your practice grow, rather than constantly putting out fires? Do you worry that your expertise isn't deep enough or wide enough to properly service your practice as it grows? Is your IT team overburdened with regulations and constant small crisis, rather than focused on long-term growth?

*"It was getting to be very difficult to manage the office as well as manage the IT."*

Rather than hiring an IT director or more technicians for your team, which would burden your practice with not only the cost of a salary and benefits but also the stress of finding and hiring new talent, and then teaching them your entire business, consider this: **You could have an entire team, ready-made and fully staffed, at your disposal at a fraction of the cost.** You wouldn't have to source the talent, manage the workers, file the paperwork, or worry about hiring and firing them. That can all be done for you, while you focus on your in-house team and give them the resources, time, and flexibility they need to grow.

*"The constant changes in HIPAA and other regulations as well as the complexity of networking needed for an EMR was overwhelming . . ."*

**How can you do this?** By entering into a Co-Managed IT (COMIT) arrangement. COMITs does not replace your in-house IT department, whether they are just 1 person or a whole team. COMITs simply takes the mundane, repetitive, and automatable tasks off your team's plate. Things like patch and log management, testing backups, and handling low-level service tickets take up most of your tech's time, but they don't offer the highest return. **Your people are your greatest asset** - if the practice manager is spending half a day resetting passwords, are they really focused on growing the business? If your IT

team is constantly running around fixing small issues, are they earning their keep by increasing efficiency, security, and ease of use?

Effectively utilizing your team's talents is the greatest asset of COMITs. Our clients at HTA were motivated by cyber security, costs, regulations, and above all **TIME**. By employing a co-managing, partially outsourced model of IT services, you can save your valuable employees time, and they can use their time and skills to better serve your practice, all at a much lower cost than expanding your current IT team.

*"I was surprised by how easy the transition was and how reliable and quick the response time is for issues. Sometimes HTA can get things done quicker remotely than I can get done on site." - Greg Thompson*

COMITs is flexible enough to adapt to what your practice needs. It can fill in the gaps of your team or bolster their support. Call HTA today to explore our co-managed options; no matter the size of your team and practice, HTA can offer vital support that will help your current team work faster, be happier, and produce greater results.

