

Healthcare Technology Advice for the Modern Independent Practice

## WHAT'S NEW

### Do You Know We Do Apple Support?

HTA offers full support for MAC-based offices as well as Window's OS! From network security to patch management, printer set up to sourcing new devices, we can offer Apple users all the same great services we offer Windows-based offices.



## UPCOMING EVENTS

Wednesday,  
February 10th

8:30am-12pm Virtual Event Greater St. Louis MGMA

*Annual Medicare Update*, Presented by Ellen Berra

Saturday,  
March 06

A Virtual Gala for Lydia's House

Ticket Available at [Lydiashouse.org](http://Lydiashouse.org)



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# Healthcare Technology Advisors

## REFERRAL

Want to get up to  
**\$2,000 OFF** your  
annual IT investment?



WIN a FREE iPad and EARN credits with HTA's Referral Rewards Program!

Learn more at:  
[htadvisorsllc.com/about-us/referral-program](http://htadvisorsllc.com/about-us/referral-program)

This monthly publication is provided courtesy of Derrick Weisbrod, CEO, and the Healthcare Technology Advisors Team.

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.



## WHY VOIP IS THE CHOICE OF MANY SMALL HEALTHCARE PROVIDERS



The internet is everywhere, and it's getting faster and more reliable every day. Technologies that were once suspected of not being 'reliable' have matured into being the standard. Telephone lines, once the lifeline of the nation's communication, are now being replaced with cable internet, fiber, wireless, and cell networks.

Voice Over Internet Protocol (VOIP) phone systems have also matured to be a reliable and often superior

alternative to landlines. There are many reasons a VOIP system may be a better choice for a small or growing healthcare practice. With improving technology, VOIP call quality is crystal clear. It can easily replace the phones in your office for your basic call service. VOIP systems can also grow to encompass complex phone trees. Whether you're scaling up or down, adding and removing lines is simple and can save your practice money by not having unused lines on your bill.

The biggest technological advantage of VOIP is the ability to have your employees make and receive calls from their work phone number on their desk phones, cell phones, computers, and tablets. With programs and apps, you can easily access your VOIP system from anywhere. This enables employees to work remotely while still using the professional technology of the office. Your assistants, nurses, or billing staff can call patients from their own home, and still have the clinic's phone number be what the patient sees. For patient-provider relationships, this is invaluable.

### TECH TIP: LEARN WHY GROWING BUSINESSES ARE TURNING TO CO-MANAGED IT

Co-Managed IT (COMIT) is a new way of delivering IT support to growing businesses. It works by crafting a customized set of ongoing IT services, support and tools that seamlessly blend with your existing IT department. This allows your IT team to be more efficient and flexible, while saving you money on the cost of these enterprise-level tools. The average amount saved by incorporating COMITs rather than expanding an IT team is between 19% and 41%.

When a healthcare practice gets to the point of needing to hire more IT staff, there are several things that are true. The practice is growing in complexity, adding more services and staff. There are a lot of IT problems that crop up on a regular basis, and your IT team spends most of their time addressing these in-the-moment concerns to make sure your staff can do their job. Larger IT projects such as hardware upgrades are often postponed because there just isn't enough time to address them.

The solution may be to hire another tech to help with the workload. But the problem often isn't the amount of work, it's the way the work is done. With enterprise-level automation tools, your existing team could handle the workload easily - but those tools are often prohibitively expensive for a small or medium sized business. That's where COMITs shines. We can offer these tools, as well as a bank of knowledge and support, to your practice. By streamlining and managing much of the smaller tasks that keep your team tied up, we enable your team to focus more on the support delivery and larger IT goals of your practice. And it's at a fraction of the cost of a new employee!

You can learn more about this service at [htadvisorsllc.com/discover-comits](http://htadvisorsllc.com/discover-comits)

Call us today to find out if your business can access Cyber Liability Insurance: (314)312-4701.

## IS YOUR PRACTICE WILLING TO PAY \$10,000 OR MORE IN HIPAA FINES? THE RIGHT OF ACCESS SETTLEMENTS

The Office of Civil Rights (OCR) has settled 14 cases as of January 2021 under its Right of Access Initiative. This initiative focused on ensuring patients have timely access to their medical records, and that they are charged a non-exorbitant and cost-based fee.

In many of these cases, patients waited months or even years before receiving their medical records. Each complaint also triggered an investigation that often revealed systemic problems within the providers in question, including failure to conduct risk assessments.

The size of the settlements paid by these entities were based on both the severity of the non-compliance and the size of the practice.

1st: \$85,000 Bayfront Health St. Petersburg.

**2nd: \$85,000 Korunda Medical, LLC. Comprehensive primary care and pain management.**

3rd: \$38,000 Housing Works Inc. Healthcare, homeless services, and advocacy.

4th: \$15,000 All Inclusive Medical Services, INC. Multi-specialty family medicine.

5th: \$70,000 Beth Israel Lahey Health Behavioral Services. Mental health and substance use disorder services.

6th: \$3,500 King MD. Small health care provider of psychiatric services.

**7th: \$10,000 Wise Psychiatry. Small psychiatric health care provider.**

8th: \$160,000 St. Joseph's Hospital and Medical Center.

**9th: \$100,000 NY Spine Medicine. Private medical practice specializing in neurology and pain management.**

10th: \$25,000 Riverside Psychiatric Medical Group.

**11th: \$15,000 Dr. Rajendra Bhayani. Private practitioner specializing in otolaryngology.**

12th: \$65,000 University of Cincinnati Medical Center.

**13th: \$36,000 Elite Primary Care. Private primary care practice with one provider.**

14th: \$200,000 Banner Health. Large health care system.



## TIRED OF INEFFECTIVE DOCUMENTATION COSTING YOUR PRACTICE MONEY?



MyGlue is an easy-to-use password manager and documentation solution. But what does that mean for your healthcare practice?

Here's the top 3 ways MyGlue can help YOUR practice on a daily basis.

### 1. It Can Remember Passwords For You

When your nurses need to log in to a computer and find that their password doesn't work, how long does it take them to solve the problem? They have to call support or put in a ticket, wait for a response, then go through the hoops of setting a new password. Even if your IT team is able to assist them immediately, this process will take several minutes.

With MyGlue, this problem doesn't exist.

Your nurse can open the MyGlue app on their phone and find the password they need for any computer, network, or software. With the MyGlue app they can use their fingerprint to log on, or even face recognition, meaning that they can always access their passwords without having to remember a single one.

### 2. It Stores The Important Documents

While printing documents, you notice the printer's toner is low. In order to get more, you need to know exactly which model of printer it is, but finding this on the printer physically is difficult. You could try to look in your network for the name of the printer, but you're not sure you'll find the right one, as there are several printers in your practice. You're looking at a frustrating hour of googling and searching for the correct type of printer ink...

With MyGlue, the answer is at your fingertips.

MyGlue stores all your documentation in a searchable format. Simply type in 'front desk printer' and find the document that spells out exactly what model of printer it is and the type of toner you need to buy for it!

### 3. Procedures Are A Snap

Now that the new toner has come in, your nurse goes to replace it. She's done it before, but it was months ago and she can't for the life of her remember the steps for opening this printer and removing the old toner. She's worried about accidentally breaking the printer or the new toner cartridge, and this anxiety is causing a simple task to not only take too long, but to drain her of energy.

With MyGlue, it's a simple step-by-step.

No one can remember everything. MyGlue stores your Standard Operating Procedures so that your nurse can search for 'replacing front desk printer toner' and follow the procedure with confidence. It takes the stress of remember or finding these procedures off your workforce so they can use their mental and emotional energy on serving your patients.