

## WHAT'S NEW

### By Request - Text Support!

Have you ever been in the middle of a task, away from your computer, when a technical problem occurs? Have you been too busy to stop what you were doing, return to your computer, and put in a support ticket or call your support team?

Healthcare Technology Advisors now offers TIXT Support, or text-to-support. You can simply open your phone, write out the issue in a text, and send it to the TIXT phone number. This automatically creates a ticket in our system and our support team can quickly respond.

We are happy to offer this service. Our clients can sign up at [htadvisorsllc.com/textsupport](https://htadvisorsllc.com/textsupport)



## UPCOMING EVENTS

Wednesday-Friday  
5th-7th MGMA State Conference  
in Branson, MO

Wednesday 12th 12pm-1pm St. Louis MGMA Webinar

Friday 21st National Bike To Work Day



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# Healthcare Technology Advisors

## REFERRAL

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



## MOST OFFICES CAN'T STAND UP TO THIS ONE SIMPLE TECHNIQUE - CAN YOURS?

Is your office physically secure? Are the doors locked at night? Is the server room locked, and is there protection around controlled substances such as medications?

I'm sure your answer is yes. It would be silly, and an obvious HIPAA violations AND financial risk, if you said no. And yet...

Case studies show that independent medical practices are vulnerable to physical break-ins. In fact, many of them fail in the first 5 minutes as their outer doors are breached with nothing more than a laminated card.

It sounds unbelievable, but we've seen it happen again and again.

Once inside, doors can be opened, passwords exploited, PHI stolen, and locks jimmed with ease. The same card hack works just as well inside as out! When is the last time you tested your alarm, if you even have one? When is the last time you checked the actual security of your physical doors?

All of these issues can be discovered and resolved by conducting a physical security audit on your business - something that should be happening as part of your Security Risk Assessment.

Do you think your office could pass? Find out by calling Healthcare Technology Advisors today.



### TECH TIP: P4\$\$WORD

Here's a quick test: If you were to open the file explorer on your computer and search "Password" would you be able to find a note, word document, or even excel sheet with various recorded credentials?

If you look around your office right now, can you see sticky notes or notepads on your colleague's desk with the password for a workstation, printer, or Wi-Fi?

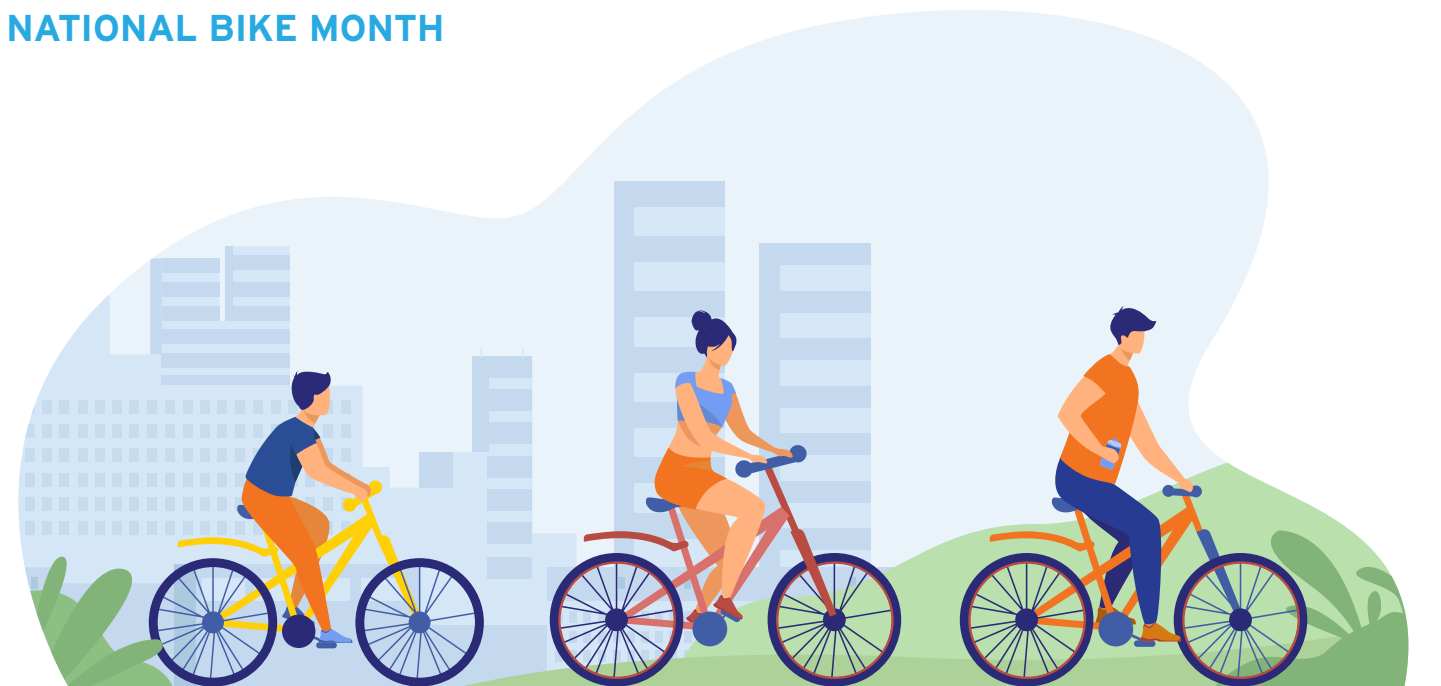
Whether at work or at home, we've all used these shortcuts at one time. Yet, as cyber crime has evolved in sophistication, it has become increasingly dangerous to be lax with even our personal passwords. Rather than developing bad habits, we should all use best practices at all times.

That means NO duplicate passwords. Use a password manager (there are many free options) for your personal passwords. This will generate secure passwords for you without you having to remember them. Your office should have its own password manager, like MyGlue, that holds all the credentials for your workplace- so you never have to jot down a sticky note again.

Learn about more ways businesses commonly fall victim to security breaches by reading our free report here: [htadvisorsllc.com/cybercrime/](http://htadvisorsllc.com/cybercrime/)



## NATIONAL BIKE MONTH



Healthcare Technology Advisors is made up of a team who LOVE the outdoors. Whether it's gardening, hiking, or exploring Missouri's riverways, we strive to embrace, protect, and promote the natural resources and beauty around us. May is National Bike Month, and to celebrate, many people will be taking their bikes out on the trails and roads around the St. Louis area.

A great option for exploring by bike is the Great Rivers Greenway. This interconnected series of trails spans over 128 miles throughout the St. Louis region, with more being planned and constructed as we speak. This project has built new trails as well as connecting existing ones. If you're not keen on biking alongside cars, you don't have to go far to find a bike trail in St. Louis.

Forest Park provides a great central location for St. Louis residents, with miles of paved bike trails that take you through the diverse landscape of the park as well as the outside perimeter, which can offer a great low grade hill to build strength on. Conversely, it's a great opportunity to coast all the way down!

The Mississippi Greenway is a stunning 15 mile stretch along the riverfront that can take you from the Arch grounds all the way to the Old Chain of Rocks Bridge. The Gravois Greenway (Grant's Trail) is a 12 mile stretch that takes you past Grant's Farm, and is a well-populated and relaxing bike ride.

Of course, if you cross the Missouri you find yourself in Katy Trail territory. There are many greenways that connect with the KT trail, but the trail itself is a pleasure to ride on no matter where you enter or exit.

Bike shops around the country experienced increased demand during the pandemic as Americans turned to cycling as an escape into the outdoors. It was also a way to exercise in a time when many gyms were closed. Combine the spike in demand with import tariffs, shipping delays, and manufacturing delays, and suddenly cycling enthusiasts are finding it hard to secure parts to repair their bicycles, let alone upgrade to a new one. While it may be hard to source a new bike, there are dozens of local bike shops in the St. Louis area that can help you find the perfect ride, from St. Louis Bicycle Works who specialize in used and restored bikes, to Mike's Bikes and Sunset Cyclery.

Did you get a new bike or dust off an old one during the pandemic? Do you plan to keep up the habit even when pandemic restrictions are lifted? National Bike Month is a great time to get on the road with your bike again and make cycling a part of your routine, whether it's for pleasure, exercise, or commuting. In fact, National Bike To Work Day is Friday, May 21st! So, challenge yourself to do all or part of your commute by bike, and see if there's something new to discover.

## IS THIS GETTING REDUNDANT?

There was a time when green numbers spilling down a black screen, technobabble, the sound of beeping machines, and blinking lights were akin to sorcery, the late-night imaginings of science fictions writers and cyber-punk visionaries.

These days, the prattling of a Cyber Security Webinar can feel as boring as any dry theoretical lecture you had to sit through in med school.

It has become routine. We take precautions, we acknowledge and largely ignore the risks, we hope that nothing bad will happen to us. We are as careful as we can stand to be, and we try not to think too hard about what may happen. And that's a fair response - spending endless energy on imagining the horrible things that MIGHT happen is as useless as envisioning every way we may encounter a wreck on our daily commute, or every health risk that may manifest within our life.

Even though cyber security is an important part of our business continuity and HIPAA Compliance, it shouldn't be overwhelming. In fact, we can simplify it down to three major areas of risk that you can address today.

### **One - Security Through Updates**

Security patches and routine updates to your software and operating systems are vitally important - this is how the developers fix any major problems that are found within the software that may lead to exploits by bad actors. Having your IT team manage your updates means you'll never be left vulnerable when a new exploit is discovered.

### **Two - Malware Protection**

Having a business-class firewall and the proper procedures for remote access can protect your network from most outside attempts to hack into your system. Beyond this, having solid backups and restoration procedures means that even in the event of a breach and a ransom event, you can have your data restored and the threat cleared in hours, rather than paying thousands and receiving a huge repair bill.



### **Three - Ongoing Staff Training**

There is NO defense against human error other than training. The best solution is to give your employees regular training sessions that go over current risks and trends as well as best practices. This will keep your staff aware of why procedures are in place and what they're safeguarding against. It may feel redundant but going over the nuances of how to handle a suspicious email once will quickly fade and be forgotten, while going over it every week will get the rules firmly entrenched in your mind.

If you need help with any of these areas, call or contact Healthcare Technology Advisors today, and we can advise you on what would best work for you and your practice.