

HTA POST

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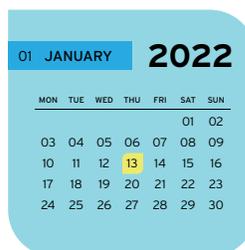
Healthcare Technology Advice for the Modern Independent Practice

WHAT'S NEW



UPCOMING EVENTS

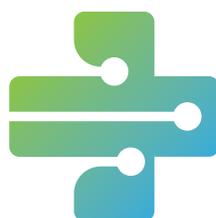
Thursday 13th 12 pm: St. Louis MGMA Webinar
Promoting Your Practice In 2022: Anyone Can Do It



See more at: htadvisorsllc.com/events

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Healthcare
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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.



Contact us online, anytime! Email info@htadvisorsllc.com

ARE YOU READY FOR A CYBERATTACK?

Does your business have a cybersecurity incident response plan? If you don't, now is the perfect time to make one. Even if you never have to put it into action, a response plan has multiple benefits.

IBM analysts concluded that over the past two years, only 39% of companies with a formal, tested incident response plan experienced a disruptive security incident, compared to 62% of companies with less formal or consistent plans. Plus, if you do have an incident, having a formal incident response plan saves you an estimated 35% of the cost of an incident.

Start 2022 off right by making sure that you're ready for anything cybercriminals might throw at you in today's rapidly shifting risk landscape by working with your Managed Service Provider to develop a smart incident response plan.

WHOSE ACCOUNT IS IT, ANYWAY?

User account, Email, EMR (Electronic Medical Records), Imaging Software, Chat Service, Website, Dropbox...Have you ever felt that the number of accounts you have to use at work is overwhelming? Keeping track of the shortcuts, bookmarks, passwords, security questions, troubleshooting, and operating guidelines is a job unto itself!

Make your job easier with **IT Glue**. **IT Glue** offers a streamlined documentation platform that can house all your practice's Standard Operating Procedures, secure passwords, instructions, URLs, and much more. Each employee can log on and access a curated set of data, making it easy to restrict access to PHI (Protected Health Information).

Give your employees the gift of simplicity. **Call HTA today at (314) 312-4701 to set up a demo of IT Glue** and see how it can streamline your practice.

TECH TIP: PASSWORD REFRESH

New Year, New You? Maybe, maybe not. New passwords? Definitely!

Passwords have a lifespan. Sure, maybe you're still using the same password from your 2002 email log-in, but you really should NOT be using a password that is years old for any account that can access sensitive data. That goes for your work as well as your personal info! Banking data, healthcare data, and especially Protected Health Information all need to be safeguarded with passwords that are hard for hackers to guess and hard for computers to crack.

The easiest way to achieve this is to use a password manager that can generate secure passwords and store them for you. (See information about **IT Glue**, above.) However, even WITH a secure password it's important to change it periodically. Accounts can become vulnerable through many means, such as a third-party leak or a malware attack. Changing passwords on a regular basis can safeguard you against the possibility that your password was compromised.



DITCH THE RESOLUTION - COME UP WITH A PLAN



New Year's is a seductive time for goal setting. We look forward to a year of possibilities, and all we can think of is how much we CAN get done. A year seems like a lifetime when it's laid out before you and it's new.

It's tempting to make a dozen resolutions. Stop smoking, become debt free, open that new business, work out, eat better, read more. We pile so much hope on our future selves, that we tend to forget about the present.

If we really want to achieve all those things, then what are we doing today to help accomplish them?

I try not to make resolutions. I set goals. Specifically, I set S.M.A.R.T. goals: Specific, Measurable, Achievable, Realistic, and Timely. Then, I come up with a plan for how I'm going to get to that goal.

This practice is valuable in my personal life and in my business. It's how I decide where to spend resources, when to pull the trigger on new initiatives or products, and who to hire or assign training to. This process of planning and goal setting is how I guide my business through the year.

It's equally important for healthcare practices to think structurally and strategically about their business plans. While the day-to-day schedule of patients may seem the same, what happens behind the scenes in an office can have a huge impact on the experience of both patient and caregiver.

Mapping out when to schedule training sessions for your staff or where to place a new hire is impacted by how you upgrade your office equipment, because it can make all of these processes run more smoothly. On the IT side, it is invaluable to sit down and figure out what needs to happen over the coming year: which software or hardware to upgrade, what new equipment to purchase, and when to enact the changes with the least disruption of service.

I do all of this planning with my clients on a yearly basis. I know that it is necessary for me to do my job, and I've seen how much it helps healthcare practices when they can approach the year with a technology plan in hand.

Any business plan in 2022 should include practical ways to strengthen cyber security protection. Cyber criminals often hack into a business because of actions by employees who are unaware of good cyber security practices. A very timely and achievable goal that you can easily set to protect your company is to sign your business up today for our **free webinar** for your employees called **"Cyber Security Update 2022"**. It will be livestreamed in the next couple months and available virtually at any time thereafter. Email us at info@htadvisorsllc.com to take advantage of this.

Healthcare Technology Advisors can work with your practice to make a technology plan that works for you. Call us today at (314) 312-4701.

RIGHT OF ACCESS FINES RACK UP FOR SMALL PROVIDERS

So much attention has been paid to the privacy aspect of HIPAA enforcement (the data breaches, the risk assessments, the stolen devices) that sometimes the access portion of the law is forgotten. HIPAA ensures that people can get copies of their health information within 30 days, without being charged an unreasonable fee. The Office of Civil Rights (OCR) began a Right of Access Initiative to investigate and enforce this rule of HIPAA.

Sizeable fines for data breaches tend to be focused on large, covered entities. However, many of the Right of Access **investigations are focused on small healthcare providers**. So far, 25 enforcement actions have been taken. The most recent five are detailed below.

"Timely access to your health records is a powerful tool in staying healthy, patient privacy and it is your right under law," said OCR Director Lisa J. Pino. *"OCR will continue its enforcement actions by holding covered entities responsible for their HIPAA compliance and pursue civil money penalties for violations that are not addressed."*

The following information is provided by the OCR:

- **Advanced Spine & Pain Management (ASPM)**, which provides management and treatment of chronic pain services in Cincinnati and Springboro, Ohio, has agreed to take corrective actions that include two years of monitoring, and has paid OCR **\$32,150** to settle a potential violation of the HIPAA Privacy Rule's right of access standard.
- **Denver Retina Center**, a provider of ophthalmological services in Denver, CO, has agreed to take corrective actions that include one year of monitoring and has paid OCR **\$30,000** to settle a potential violation of the HIPAA Privacy Rule's right of access standard.
- **Dr. Robert Glaser**, a cardiovascular disease and internal medicine doctor in New Hyde Park, NY, did not cooperate with OCR's investigation or respond to OCR's data requests after failing to

provide a patient with a copy of their medical record. Dr. Glaser waived his right to a hearing and did not contest the findings of OCR's Notice of Proposed Determination. Accordingly, OCR closed this case by issuing a civil money penalty of **\$100,000**.

- **Rainrock Treatment Center, LLC dba Monte Nido Rainrock ("Monte Nido")**, a licensed provider of residential eating disorder treatment services in Eugene, OR, has taken corrective actions including one year of monitoring and has paid OCR **\$160,000** to settle a potential violation of the HIPAA Privacy Rule's right of access standard.
- **Wake Health Medical Group**, a provider of primary care and other health care services in Raleigh, NC, has agreed to take corrective actions and has paid OCR **\$10,000** to settle a potential violation of the HIPAA Privacy Rule's right of access standard.

Don't let your company become the next target of an investigation and fine by the OCR!

Make sure that you know ALL the rules and regulations of HIPAA compliance and what to do to avoid expensive violations. Healthcare Technology Advisors can guide you through the steps needed to be safe. One important tool we use is **The Guard**, which is an automated and comprehensive HIPAA training. This is an easy way for you to ensure that all your employees are aware of the regulations and procedures which are so necessary today. Call us at **(314) 312-4701** to learn more about **The Guard**.

