TeleHealth & TeleWork CyberSecurity Fundamentals

We fear what we do not understand

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Presenter

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Don't predict the future, have well trained staff with flexible processes in place supported by robust technology to adapt to changes.

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TeleHealth and Telework Fundamentals

1. People
2. Processes
3. Technology

Recent study: Success comes from 80% people and processes with 20% technology

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Telehealth Tidal Wave

› Notification of Enforcement Discretion

> › Last year, OCR exercised enforcement discretion for non-compliance during COVID-19 emergency

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› https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

In the past & going forward

In the past:

› People come onsite to work

› Patients come to us

› Everything stays inside

Going forward:

• People work anywhere

• Patients, we "go" to them

• Everything is everywhere

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Reference https://en.wikipedia.org/wiki/Medieval_architecture#/media/File:Bodiam-castle-10My8-1197.jpg & https://depositphotos.com/stock-photos/new-york-city.html?qview=11176176

Polling Question #1

› TeleHealth:

A. Experienced it

B. I have not, but a family member has.

C. I have a friend who has had a telehealth session.

D. None of the above

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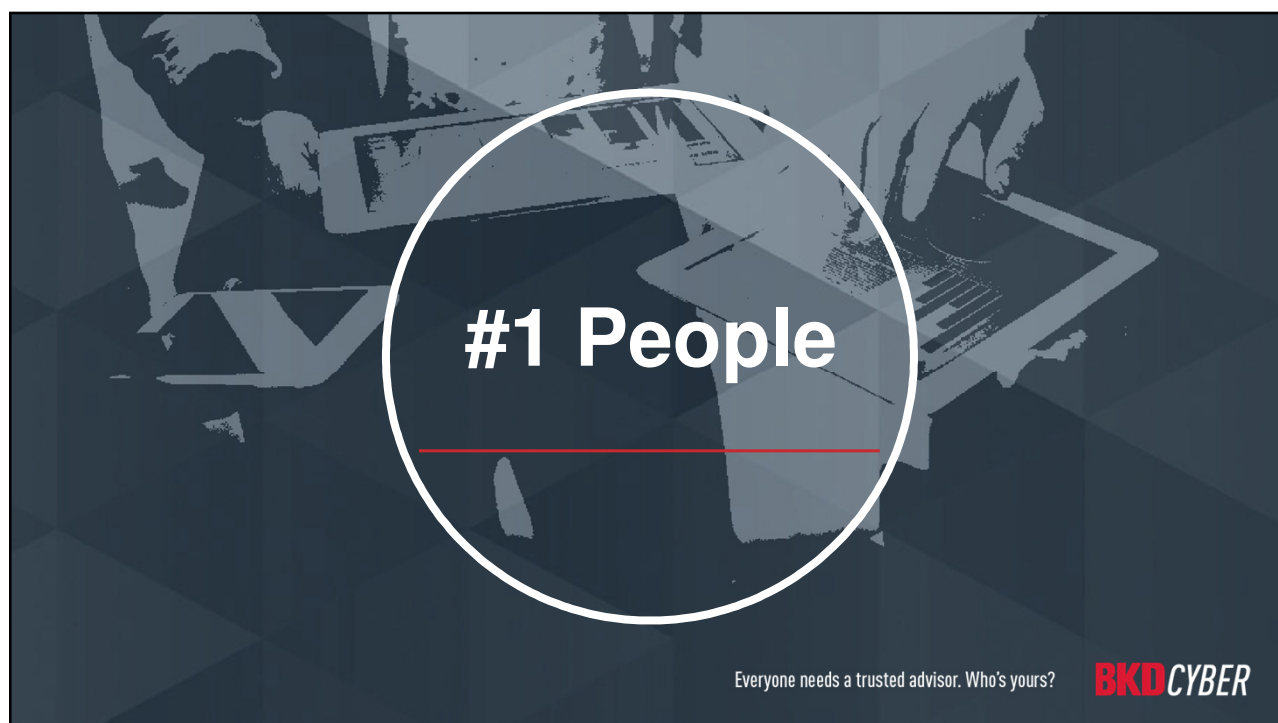
TeleHealth Definitions

› Asynchronous (store-and-forward)

› Synchronous (live video & audio conferencing)

› Remote patient monitoring (RPM)

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TeleHealth – Patients

› Patients enjoy it

› They need to know the risks

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#1 People

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TeleHealth - People

› What do you need?

› What do your patients need?

› Training

   › How to use technology

   › Cyber security risks

› Patients?

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TeleHealth – People (cont.)

› Patients

   › Notify them

   › Enable encryption and privacy modes.

https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet

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TeleHealth – People (Patient)

› Is the patient who they say they are?

› Is the patient alone?

› Does the patient understand process and technology?

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Polling Question #2

What is your current dress attire?:

A. Professionally dressed

B. Business Casual

C. Good enough for the web camera

D. Web camera turned off.

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#2 Processes

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TeleHealth - Processes

› How do you know what to do?

› How current is the policy?

› How do you educate everyone?

  › Who can champion!!!

  › Don't put the patient and patient's data at risk.

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TeleHealth - Processes

› Constantly analyze, tweak, and refine.

› When it **doesn't** work:

  › Internet issue

  › Lag or glitching

  › Patient isn't in private setting

› Ways to make sure the patient can't use old version

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TeleHealth – Interstate Laws

› Permanent

  › Arizona

  › Florida

› State of Emergency

  › Arkansas

https://telehealth.hhs.gov/providers/policy-changes-during-the-covid-19-public-health-emergency/telehealth-licensing-requirements-and-interstate-compacts/
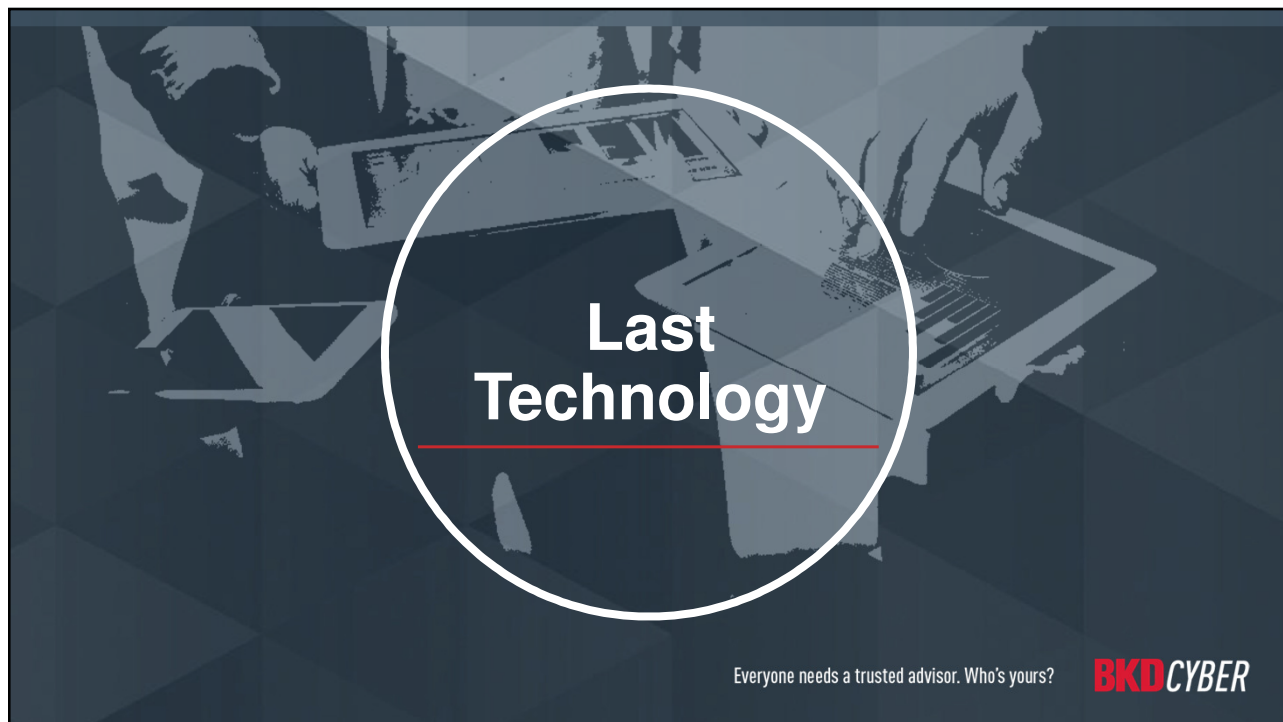
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Polling Question #3

States with laws permanently allowing health care providers from another jurisdiction to practice telemedicine:

A. Arizona

B. Arkansas

C. Maine

D. Puerto Rico

E. Washington D.C.

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Last Technology

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TeleHealth - Technology

› System Considerations

› Technology

   › Devices

   › Data

   › How they play together?

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TeleHealth – Technology (Vendors)

› Partner

› 56% of organizations suffered a breach caused by a third party

› Due diligence

› Periodic review of vendor

  › Merger & Acquisition*

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#1 People

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Polling Question #4

Teleworking preference:

A. I prefer working in the office all the time.

B. I prefer working in the office and occasionally teleworking.

C. I prefer teleworking and occasionally going into the office.

D. I prefer teleworking all the time.

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TeleWork - People

› 90% of teleworkers do not work securely

› 73% of teleworkers did not receive IT security training

› 56% of teleworkers who used personal device for work

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TeleWork – People (Employees)

› Secure the workspace

› Separate work life and home life

  › What

  › Who

› Be diligent and aware of threats

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#2 Processes

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TeleWork – Processes

› How do they know what to do?

› Develop BYOD & telework policies

› Telework access

› Define policies, provide training, and enforce them.

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Polling Question #5

If you are teleworking, how long will it take to contact your helpdesk and/or IT security if your computer is inaccessible due to ransomware?

A. Right away, 24/7 IT helpdesk phone number is a contact in my phone.

B. Not too long, I can send work emails from my phone to contact the IT helpdesk.

C. A little while if it is during normal business hours, I can call someone in the office to help get me the number.

D. Next morning if it is off business hours.

E. Monday morning because it is the weekend

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Last
Technology

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TeleWork – Technology (Personal)

› Tread carefully when relying on personal devices

› Manage what you can

  › Disable unsecure protocols or tools (e.g., Remote desktop Protocol)

› Limit to cloud apps with MFA.

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TeleWork - Technology

› Track what is important

› Update, Update, Update

› Make it user friendly and simple.

› Standardize computer setups

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Final Thoughts

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Summary

› People

> › Provide training

› Processes

> › Review, Update, Communicate
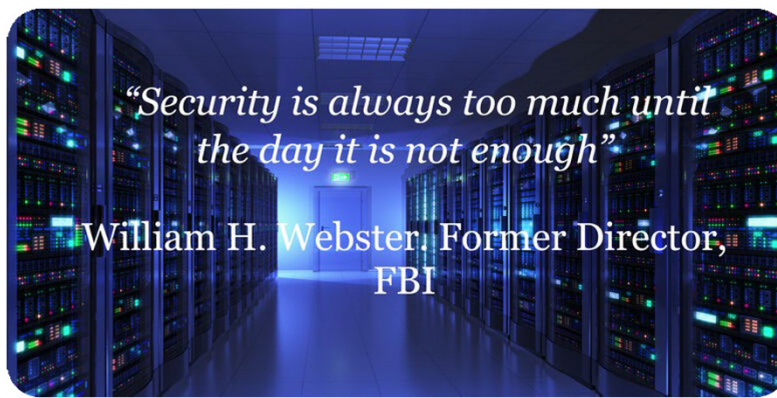
› Technology

> › Make it easy and secure

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Ending notes

› Nothing lasts forever, start looking for HIPAA compliant vendors now, the emergency provisions will eventually go away

› Go beyond compliance and start to reduce risk.

› Good Questions:

> › How do you know?

> › What do we need to do?

> › How can we better use what we have?

> › How do we know our processes are working?

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A Quote to Remember!

"Security is always too much until the day it is not enough"

William H. Webster, Former Director, FBI

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Slides?
Questions?

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Thank You!

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