

TECHNOLOGY TIMES

"Insider Tips To Make Your Business Run Faster, Easier And More Profitably"

Seasons Greetings

At this season of Christmas, we want to say thank you to our clients and newsletter subscribers. You are some of the most business-savvy individuals in the tri-state area. We love watching you grow your business, and we learn much from your commitment to YOUR clients, and your true understanding of customer service. We think of you each month when we write our newsletter. We want our newsletter to be full of information we pass along to you — to help you be a better boss, manager and business professional. And because of that goal, you (unknowingly) push us to excellence every month, as we plan articles for you. Happiest Holiday wishes to you and your family.

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This monthly publication provided courtesy of Rick Johnston, President of Information Management Systems

"Enabling People to Provide Great Products and Services - Anytime, Anyplace, Anywhere"



Missing Just One Of These Could Instantly Open Up Your Computer Network To A Cyber Attack

Welcome to the brave new world of cyber-warfare.

Gone are the days when software patches were just for nifty little feature add-ons or updates.

Today, a software update notice could mean your whole computer network is suddenly at risk. Dangers include data theft, crippling malware attacks and mischief you may not discover for months, or even years...

As with graffiti on your garage door, if you don't pay attention and clamp down on bad behavior, your problems have likely just begun...

And, like those who hire a professional security firm to keep thieves out of the warehouse, thousands of CEOs and business owners are now waking up to the fact that it's absolutely imperative to hire a pro when it comes to securing your data network.

Here's why you need a professional handling this for you:

#1: Speed is of the essence. "If you didn't update to version 7.32 within seven hours, you should assume you've been hacked." That's what software maker Drupal told millions of its customers around the world last year. It's just one example of what can happen if you don't respond with lightning speed.

Once a security breach has been identified, hackers rush in. On "Day Zero," cyber-crooks around the world go after at-risk targets. You've got to be quick to patch the gap, or else you risk a system compromise.

Unless you have the time, knowledge, experience and tool set to respond instantly, you are far better off leaving this to a professional IT firm you can trust.

#2: It's not just the big boys they're after.

Sure, the top news stories are about the attacks on companies like Target, Home Depot and Sony...

Yet your business is just as vulnerable, if not more so. Chances are, you simply do not

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have the resources that giant corporations have to manage a data disaster. The statistics bearing this out are shocking: according to a 2012 study by the National Cyber Security Alliance, more than 60% of small businesses close their doors following a serious data breach.

The threat is not confined to giant corporations. Small and medium businesses are being attacked every day, and, unfortunately, your business is no exception.

#3: Dealing with data breaches requires specialized knowledge, skill and experience.

Here are just a few of the things a competent data guardian must be able to do to effectively protect your systems:

Review documentation and monitor forums. Sometimes your software vendor doesn't tell the whole story. It's critical to check online forums and other

communities to see if anyone else is having issues with the new patch before jumping in with both feet.

Know when to apply a patch immediately and when to wait. Typically, somewhere around 95% of patches work hassle-free. The trick is to spot the 5% that don't — before installing them. This

requires identifying unique patching requirements, and applying exceptions accordingly. For instance:

Does the patch deal only with a security

issue?

Or does it just add new features or fix non-security-related bugs?

Obviously, security issues get top priority.

Is the system currently having issues?

If not, and if the patch doesn't address a security issue your system is

vulnerable to, it may be better to heed the old adage "If it ain't broke, don't fix it."

What security gaps does it address? How severe is the threat to your particular network? If, for example, the only way a virus can enter your system is through an e-mail attachment and this functionality has been disabled for all users, perhaps the threat shouldn't be a great concern.

Keep options open in case of complications.

Once a patch has been applied, if things aren't working, it's critical to restore the data network to pre-patch functionality, with little if any downtime. That means having good backups in place along with a tested and proven recovery process. Does just thinking about data security give you a headache? We strongly advise that you let us handle this critical part of your business for you.

Call (701) 364-2718 and schedule our no-cost Security Update Audit today. You'll discover how easy it is to rest assured that your network is secure 24/7.

"Chances are, you simply do not have the resources that giant corporations have to manage a data disaster."

Free Report Download: What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems



You Will Learn:

- 1) The only way to know for SURE your data can be recovered if lost, corrupted or deleted — yet fewer than 10% of businesses have this in place.
- 2) 7 critical characteristics you should absolutely demand from any off-site backup service.
- 3) Where many backups fail and give you a false sense of security.
- 4) The #1 cause of data loss that businesses don't even think about until their data is erased.

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What's New



iTranslate Makes It Easier Than Ever To Speak With Interesting People

Other than the occasional epic (and hilarious) fail, translation apps are getting pretty good. And one of the best, iTranslate, now gives you voice translations on the spot.

Here's an "at-a-glance" rundown of all that iTranslate can do:

Speak into your device and, with a tap or swipe, it recites what you just said in your choice of over 90 languages. That's twice the number of languages offered by Google Translate.

You can select a male or female voice, as well as dialect and speaking rate. It also turns Chinese characters into alphabet-based words in English.

And you can run it on your iWatch, iPhone, Android or Windows phone.

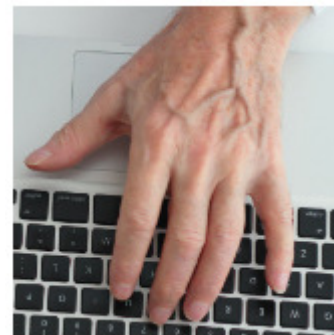
One downside is that the free version displays ads, but for five dollars you can upgrade and turn them off.

With this handy app, your world just got smaller — and, potentially, a whole lot more interesting.

4 Facts About HIPAA and Your IT

While HIPAA's implementation in relation to technology has been problematic to say the least, things have become much clearer over the course of the past year. However, there are still a few areas in which your office might not be compliant. This isn't necessarily through negligence on your part, but rather simply a lack of understanding as to the requirements. We look at four facts your practice should know about HIPAA and your IT systems.

If you're still confused about which parts of your IT are HIPAA-compliant and which parts need to be addressed, don't panic. You're not the only practice still struggling to figure out just what exactly is and isn't compliant. Here are four important things you should know about the technology your office uses and its relationship with HIPAA.



Telehealth and mHealth are not always compliant

If your practice has invested or is thinking about investing in telehealth or mHealth, you need to make sure it is HIPAA-compliant. While most telehealth technology is HIPAA-approved, you might be required to enact one or two measures to make it compliant. An IT specialist should have no problem making sure your telehealth is up to code.

On the other hand, mHealth might be a little more problematic. While a lot of hardware and apps, including Fitbit and the Apple Watch, are HIPAA-compliant, it is a field that is still very new and constantly changing. Your best bet is to consult regularly with an expert to make sure your mHealth is following all the necessary regulations.

All info, not just EHRs, needs to be HIPAA-compliant

If your office has individually identifiable ePHI data sets on-site, including information like billing records, appointment information and test results, they must be kept on HIPAA-compliant devices and servers. A lot of medical practices that use cloud-based storage for their EHRs overlook this fact. While it's good to have your EHRs ready to go on the cloud, make sure the rest of your ePHI data is protected as well. If it isn't, you could be facing a fine.

Your protected health information notice must be available online

If your practice has a website, HIPAA's rules dictate that it must contain a copy of your updated protected health information notice for patients to access. If you have a website and this information is not currently posted, you might consider getting this done in the near future in order to avoid any problems.

Healthcare business associates must also be HIPAA-compliant

It is not just medical practices, healthcare clearinghouses, and health plan organizations that are required to be HIPAA-compliant. Any other business that has access, electronic or otherwise, to protected health information is also required by law to be HIPAA-compliant. This includes any accounting or law firms you work with that may already be accessing your files electronically to carry out work. In order to avoid any potential trouble for your practice or its partners, it is best to ask them if they are HIPAA-compliant. If they aren't, cease all access to files, and make sure they take action to correct this issue immediately.

Still not sure if you're 100% HIPAA-compliant? We work with HIPAA experts who can run the necessary risk analysis and provide you with the policies necessary to maintain HIPAA compliance. We will also assist in correcting any areas of your technology that may not be in line with current regulations. All of our staff has completed HIPAA security training. Contact us today at 701-364-2718.

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Bits & Bytes

Your Time

■ 3 Ways to End Holiday Overwhelm.

This holiday season, skip the stress with these time-saving tips: 1) Do your homework before hitting the stores. Catch coupons on sites like dealcatcher.com, couponcabin.com and retailmenot.com. Quality-check gift ideas at Consumerreports.org for expert reviews, or sites with user reviews such as Amazon.com or Cnet.com. Then, rather than drive all over town for the best deal, check out Pricegrabber.com. 2) Plan a trip — it's a great way to share experiences rather than acquiring more things. 3) For those on your list who already have plenty of "stuff," give a Good Card. The Good Card lets users give to their choice of over 1.2 million charities.

Summarized from Family Circle, "Holiday Time And Money Saving Tips."

Your Health

■ *Eat, drink and be healthy this holiday season.* Here's how: keep the pounds down by knowing your number.

Visit heart.org/explorer for a quick read on your recommended daily intake of calories. Think of it as your expense-account limit for holiday gatherings, and choose how much you want to spend on drinks, appetizer, entree, dessert, etc. You could even keep a food diary to help stay on track with your target weight goal. At parties, wear snug clothing and keep one hand busy. With a drink in your dominant hand, you'll be less likely to grab goodies. And your snug-fitting outfit will keep you so busy pulling your tummy in, you won't have time to feel hungry.

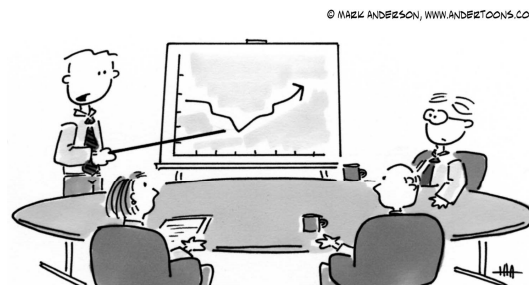
Aggregated from recent entries: Heart.org and WebMD.com

Your Computer's Operating System

■ *Windows 10, Thumbs Up...* As even Microsoft admits, Windows 8 was a flop... So why make the leap to Windows 10? (By the way, in case you were wondering, for reasons we may never know, Microsoft decided to skip Windows

9.) To start with, the Windows 10 user interface just makes a lot more sense than W8's UI. It brings back the Windows 7 start menu, and key functions are accessed from the taskbar. It features a more refined design — for instance, smaller window borders. And, at least until July 29, 2016, you can upgrade your Windows 7 or 8.1 OS for free. So unless your Windows device is an RT version or is about tapped out on memory, we think you can feel pretty good about upgrading to Windows 10 as long as your key applications and hardware peripherals are Windows 10 compatible.

Aggregated from Tech Radar and IB Times



"So, as you can see, customer satisfaction is up considerably since phasing out the complaint forms."

IMS Movie Review

One of our staff's favorite things to do when we're not saving the world (one computer at a time), is to catch the latest flicks on the big screen. Check out our short reviews of some recently released movies:

Jon – *Bridge of Spies* – ★★★★★

Tom Hanks and Steven Spielberg. Reason enough to see it, right? I thought it was a good movie, with an interesting subject- James B. Donavon (Hanks) is tasked with negotiating the release of an America U-2 spy plane pilot, Francis Gary Powers, for a captive Soviet KGB spy held in the US. Not in my top movies for the year, but good enough to see once.

