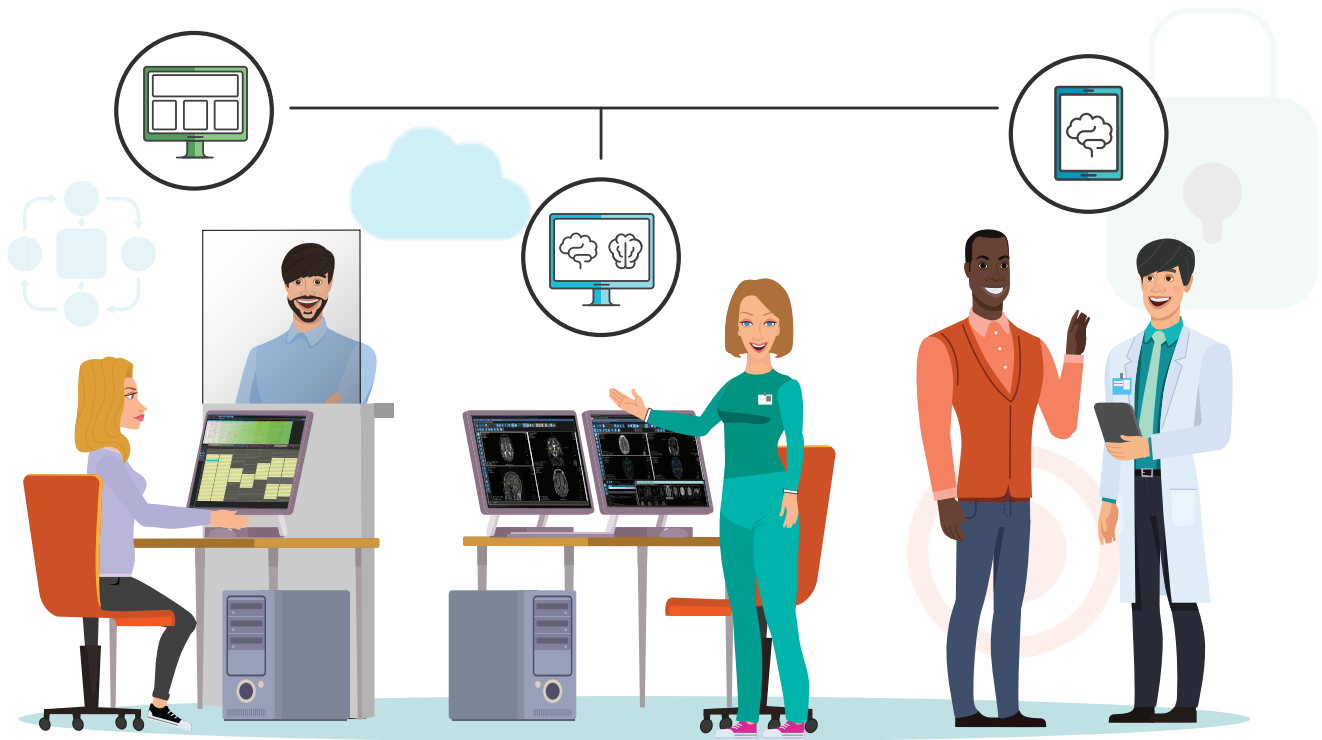# WHAT IS HIPAA?

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The Health Insurance Portability and Accountability Act (HIPAA) is a groundbreaking piece of legislation passed by the U.S. Congress in 1996, which defines regulations for the use/disclosure of U.S. individual's health information. The initial framework, along with subsequent rule expansions, outlined requirements for healthcare providers to establish and follow protocols that ensure the confidentiality and security of Protected Health Information (PHI) when it is transmitted, handled, stored, or shared.

WHAT IS RAMSOFT'S ROLE ACCORDING TO HIPAA?

RamSoft is a software company, first and foremost, in which we design, develop, market, and distribute the applications that will handle and store a healthcare provider's data. Under the definitions put forth by HIPAA, since RamSoft is not the originator of the data, we operate as a Business Associate who may handle Electronic Protected Health Information (ePHI) under the direction of the healthcare provider, or Covered Entity. However, RamSoft carries the same responsibilities to comply with Administrative, Physical, and Technical requirements that are placed on Covered Entities to secure the access, transmission, and storage of patient data.

HOW DOES RAMSOFT SATISFY HIPAA REQUIREMENTS?

As a Business Associate, RamSoft facilitates certain functions of patient care on behalf of Covered Entities. In that capacity, RamSoft must ensure proper safeguards are in place to protect the data each Covered Entity entrusts to us.

Independent third parties audit the effectiveness of the following safeguards RamSoft has in place as part of relevant attestations against our products.

Administrative Safeguards - HIPAA 164.308

RamSoft has implemented policies and procedures that govern our security management process, which are built upon a risk-based strategy to mitigate threats to confidentiality, integrity, and data availability.

Regular reviews are performed to validate the efficacy of all administrative controls. Mandated employee training is distributed to educate on corporate policy and staff roles within our security management program. Additionally, security and privacy awareness training is regularly completed by all employees.

As a contractual safeguard, RamSoft is more than willing to sign a Business Associate Agreement with our customers, which will comply with HIPAA 164.308(b)(1).

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RamSoft
GLOBAL IMAGING DELIVERED
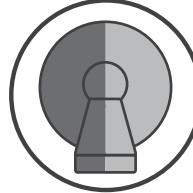
Physical Safeguards - HIPAA 164.310

RamSoft is a certified Microsoft Partner and deploys all cloud solutions within Microsoft Azure. This partnership grants us the assurance that physical security is being maintained at the highest, enterprise-grade level and regularly audited against all applicable regulatory and best practice standards to ensure its effectiveness. Regarding any locally, or on-premises, deployed instance of RamSoft's products; it is the responsibility of the controlling party to ensure proper physical safeguards are in place and in line with HIPAA requirements.

Technical Safeguards - HIPAA 164.312

The primary objective with technical safeguards is to protect the integrity of ePHI by restricting improper alteration and unauthorized access to the data.

RamSoft has implemented robust user access controls within every aspect of our solutions from corporate and cloud infrastructure management down to the application level itself. User identities are unique across all user types and secured according to industry best practices. All accounts are configured against security standards where the concept of "Least Privilege Possible" is enforced throughout.

Data protection measures are in place to ensure confidentiality of data both in transit and at rest. All traffic is encrypted throughout all communication channels using the latest supported encryption protocols and hashing algorithms. Encryption at rest is also in place to deter data tampering wherever it resides in our solution; from the top level of Azure storage locations all the way down to local workstation instances where data is cached in our application.

Environment and data recovery measures are in place to ensure data resiliency is maintained. RamSoft deployments may also be configured as High Availability options for customers who require maximum uptime and accessibility to their data. A comprehensive system of auditing and logging capabilities are built into RamSoft's cloud solutions, which provides activity data for every action performed throughout and allows for a detailed triage of events during a disaster incident.

SUMMARY

The obligation to safeguard health information is the prevailing theme within the healthcare industry and legislation like HIPAA is in place to ensure that obligation never wavers. Given the formidable pressure HIPAA places on those in the industry, it is in the best interest of all participants to validate the solutions they use to handle ePHI.

Given the security features inherent within RamSoft's products and services, Covered Entities can rest assured they have a validated solution in place protecting the transmission, handling, storing, and sharing of ePHI. Coupled with your own security program, RamSoft's products and services will enable you to stay compliant with all pertinent aspects of HIPAA.

Inquiries may be forwarded to **privacy@ramsoft.com**

Helpful links for additional information

▪ HIPAA Summary
▪ HIPAA FAQs for Professionals