



Data Protection for Healthcare Services

In the Healthcare services field, looking after the health of patients isn't enough to ensure their overall well-being. Securing the data pertaining to these individuals has become equally as important. Patient records, claims and appointments are all increasingly being stored electronically and are subject to regulatory controls. So too are any online communications pertaining to the health of a patient.

Healthcare Services Regulations

Healthcare services are overseen by the U.S. Department of Health and Human Services and need to comply with the Health Insurance Portability and Accountability Act of 1996 (Public Law 104-191), also known as HIPAA.

HIPAA requires that all electronic data pertaining to protected health information be backed up for recovery in the event of a disaster and secured against any threat of loss or disclosure. Offsite storage, although implied, is a mandatory component to assure recovery from a disaster. Additionally, health care providers must retain medical records for a number of years. In some cases, for the life of the patient.

AmeriVault's managed services for online data backup and e-mail archiving fulfill the requirements of HIPAA. This includes data integrity, authentication, contingency planning, access and audit controls as they relate to electronic Protected Health Information (PHI).

When asked what they were looking for in the "right" backup service, our Medical and Healthcare Services customers most often respond with these three requirements:

- **HIPAA compliance**
- **Hassle-free, time-saving backup meant for smaller businesses**
- **Tape and onsite backup are no longer acceptable**

HIPAA Compliance

Data is the kind of asset that's easy to store and forget. That is, until you need to retrieve it. With regulations such as HIPAA to take into consideration, organizations are now forced to be proactive in creating a data storage process and ensuring that the method of storage is compliant with regulations.

At AmeriVault, we operate proactively so that you can rest assured your data is secure and compliant. The AmeriVault services transmit all data disk-to-disk in encrypted format, that only you have access to. All of our offsite facilities are climate-controlled and have fire suppression systems. To protect you even further, and to meet HIPAA requirements, AmeriVault services build in redundancies to ensure the data is there for you when you need it.

"We needed a backup solution that was HIPAA-compliant, scalable, easily accessible, and affordable."

Psychbiller, LLC

When asked to evaluate the AmeriVault services with regard to HIPAA, one of our customers commented "The key is that the online backup, offsite storage service meets all data safeguard rules required by HIPAA. The data is encrypted before it leaves each facility, remains encrypted throughout transmission and in storage."

Hassle-Free, Time-Saving Backup for Small Businesses

Small and mid-tier business owners often lack the Information Technology (IT) resources, like head count or hardware, needed to achieve disciplined daily backup and assured recovery. These businesses need a hassle-free, time-saving service like AmeriVault provides so they can instead dedicate their resources to growing their business and patient care.

For businesses with multiple, disparate offices - such as medical facilities located miles apart - the problem of limited IT resources gets magnified. One AmeriVault customer mentioned, "We had no local IT staff at our remote facilities to support the data backup and recovery tasks. There was no common backup or recovery methodology and no notification of whether backups ever occurred." The AmeriVault services are automated and transmit data offsite so there is no need for extra personnel or hardware.

"[AmeriVault] provide[s] us with a fully automated, secure, centralized backup and recovery service that instantly transfers our data from each of our locations to an offsite data vault."

The Catholic Health Care System of New York

"With AmeriVault, my backups happen automatically, which means my staff and I can focus on more strategic projects that directly impact the well-being of our members." The AmeriVault system is easy to use. With only the click of a mouse you can retrieve your data, should the need arise.

AmeriVault works with organizations to find the right solution. One of our customers commented "We found many vendors were focused on Enterprise solutions that weren't appropriate for us." Not so at AmeriVault. We want to find the solution that works best for you. Our seasoned Client Services Team is there to help you whenever you need it, to optimize service and meet recovery point and time objectives.

One AmeriVault customer summed it up when they said, "Now all we do is leave the server powered overnight and the backups run automatically. If we had to set up operations in a new location after a disaster, we could simply reinstall the AmeriVault software to a new server, restore our data, and be up and running in a few hours."

Tape and Onsite Backup Are No Longer Acceptable Means of Backup

"Our tapes were too small to hold full backups anymore and new tape hardware was too expensive. To protect us in the event of a regional disaster, we wanted backups stored several hundred miles away."

Organizations are realizing tape backup is no longer a viable solution. Vulnerable to human errors such as accidentally writing over data or losing tapes, this traditional form of backup is plagued with problems. The medium itself ages or breaks and it's not easy searching for specific data on tape, making restoration of data potentially lengthy. The AmeriVault services transmit all data disk-to-disk on an automated schedule. Search and restore of data is simple with just the click of a mouse.

Large-scale disasters that affect an entire geographical region have given organizations cause to seek offsite storage located far beyond the city and state from which they operate. AmeriVault's online backup service protects data offsite and then adds extra protection by replicating that backup to a second location over a thousand miles away. Your geographical contingency plan is built into the AmeriVault solution.

"...we spent too many hours a day on local backups, and identifying and rotating tapes. I was constantly worried about tape reliability, and offsite storage and regulatory compliance were major concerns."

MMM Healthcare, Inc.

Why Choose AmeriVault?

AmeriVault provides the only backup service with the data protection and recovery capabilities that address Healthcare Services' greatest needs:

- Secure data protection that meet HIPAA guidelines
- Automated, easy and efficient backup and assured recovery-ideal for medical practices
- Seasoned professionals who are there for you when you need them, and
- Disk-to-disk offsite storage and contingency plans that eliminate the flaws inherent in tape backup.

The AmeriVault solution suite addresses all aspects of you data protection requirement: backup, offsite storage, real-time replication, e-mail archiving and disk-based recovery. Plus, our unparalleled Client Services Team ensures that you can simply set it and forget it so that you know that your information is secure and compliant.

AmeriVault[®]
Excellence in Data Protection™

AmeriVault's leadership and expertise in online data backup, replication, e-mail archiving and tailored recovery solutions helps organizations protect, archive and recover enterprise data and meet compliance mandates. AmeriVault's industry-leading solutions and customer support provide cost-effective data insurance in the case of human or system failure, virus or disaster. www.amerivault.com

800.774.0235