MOBILE COMMUNICATION IN A
HIPAA–COMPLIANT ENVIRONMENT

The Era of Mobility

SMS Text Messaging has created a new technology wave across the health care industry steered by doctors, nurses as well as their patients. With HIPAA and other regulatory requirements, the enterprise faces immense challenges in meeting compliance standards while improving efficiency through innovations like text messaging.

TigerText is a secure mobile messaging platform providing health care organizations a way to employ secure text messaging in HIPAA environments through advanced encryption technologies. Now, medical professionals and administrators can effectively harness secure internal communication channels while safeguarding patients’ electronic PHI data.

HIPAA–Compliance

With today’s ensuing legislative requirements, standard methods of hospital communication forces medical professionals and administrative staff to make land line calls to a message service. Without being able to use even consumer-grade text messaging, hospital efficiency and productivity are hindered.

Originally designed to speed up the processing of medical claims through the implementation of certain standards for transmitting medical data, HIPAA now encompasses a wide–range of security, confidentiality and privacy measures to ensure the utmost protection of “Personal Health Information” (PHI) while in transit and during data storage.

The “Administrative Simplification” (AS) Provisions outlines specific rules that institutions must implement in order to comply with HIPAA and these include the rules for EDI, electronic signatures and privacy standards. While these provisions are technologically-independent, any information security control system implemented by a health care organization will need to be integrated and comprehensive.

A major section of HIPAA–Title II includes the Privacy Rule, requiring a guarantee from health care organizations that certain medical information, classified as “Protected Health Information” (PHI), would not be leaked to anyone other than the individual who had requested it. The cost of non-compliance can lead to serious legal consequences and is punishable with a fine of up to $250,000 and a 10-year jail term.

TigerText is a mobile text messaging platform that enables physicians and nurses to create their own secure messaging network using their smartphones. As a next generation, purpose-built text messaging solution, TigerText for Business is designed with the highest level of attention to protecting patient data and privacy.
CHALLENGES OF HIPAA

All businesses, regardless of their size, who engage in handling, maintaining, storing or exchanging of private health or patient–related information, are subject to HIPAA. Health care organizations and technology partners, such as TigerText for Business, are committed in their efforts to ensure the confidentiality, integrity and availability of all protected electronic information.

Secure Data Centers
Data centers should be secure and regularly assessed for security controls through on-going risk assessments.

- TigerText has partnered with industry leaders like Amazon for data center services. The Amazon EC2 Data Centers are Tier–IV, SaaS–70 Type II Certified and as well ISO 27001 compliant, providing SLAs at 99.95% for availability. Through this partnership, TigerText reinforces its core commitment to customers in regards to HIPAA Compliance through support for security, privacy, scalability and redundancy.

Text Messages Must be Delivered only to the Requesting Recipient
- TigerText for Business provides message delivery status and audit controls. In order to provide traceable, detailed delivery and receipt information, the TigerText for Business application clearly indicates when the message was received on the device and when it was acknowledged by the recipient.

Encryption
Encrypted to protect electronic health information from unauthorized access while being transmitted over electronic networks.

- TigerText uses a combination of “Secure Sockets Layer” (SSL) protocol to create a uniquely encrypted channel for private communication of health care data in motion. This is followed by “Advance Encryption Standard” (AES) encryption for data at rest. TigerText for Business thus provides total coverage for moving any type of sensitive data to and from mobile devices through its secure messaging platform.

Archival, Retrieval, and Monitoring Requirements for Electronic Messaging
It is evident that data archiving, retrieval and monitoring will be a key element in any customer-centric SMS, text messaging solution for the health care industry. This is relevant for both security and regulatory purposes.

- The TigerText for Business solution allows full flexibility to leverage existing deployed solutions for archival, retrieval and monitoring. There is also the option to deploy with TigerText for Business and leverage its own capabilities for the required functions. TigerText for Business has robust archiving, retrieval and monitoring capabilities that support not just the present–day compliance requirements for SMS, text messaging but future concerns as well. Layered on top of TigerText’s rich core architecture is an extensible framework that allows seamless integration into other solution providers for enhanced compliance capabilities.
The Need for a Solution

Patient privacy and HIPAA compliance concerns, are critical to the use of SMS Text Messaging. Unfortunately, today’s consumer–grade text messaging falls short on all security and regulatory requirements. Most SMS text messages, regardless of content, are not delivered securely and cannot be considered for use in the health care industry. Standard consumer-based messages are open to eavesdropping and hardly present a challenge to perpetrators who aim to exploit classified information contained within private messages.

TigerText presents the ultimate solution to this growing issue. As a secure mobile-messaging and web application that helps you achieve and maintain HIPAA–compliance, TigerText for Business allows enhanced delivery of real–time patient information to physicians, nurses and other health care professionals. By facilitating direct interaction, TigerText for Business ensures decreased response time and accurate decision making, allowing for quicker interventions and improved patient outcomes. By allowing physicians as well as nurses to send/receive encrypted text messages from their mobile devices, time–sensitive messages regarding laboratory results, patient procedures, medical history, physician on–call notifications, patient–related questions and other important “Protected Health Information” (PHI) can be securely communicated. Thus, the hassles of a callback and/or lack of network access to view patient records is eliminated.

HIPAA COMPLIANCE FOR “COVERED ENTITIES” OR “BUSINESS ASSOCIATES”

Covered Entities

HIPAA’s regulations directly cover three basic groups of individual or corporate entities |

- **Health Plan** means an individual or group plan that provides, or pays the cost of medical care, including public and private health insurance issuers, HMOs or other managed care organizations employee benefit plans, the Medicare and Medicaid programs, military/veterans plans, and any other “policy, plan or program” for which a principal purpose is to provide or pay for health care services.

- **Health Care Provider** means a provider of medical or health services, and any other person or organization who furnishes, bills, or is paid for health care in the normal course of business.

- **Health Care Clearinghouse** means a public or private entity, including a billing service, re-pricing company, community health information system, and “value-added” networks and switches, that either processes or facilitates the processing of health information.

Business Associates

A business associate is an organization or person outside of your practice to whom you send “protected health information” (PHI) so that they can provide services to you or on your behalf (i.e. accountant or collection agency).

TigerText for Business is directly none of the above; The HIPAA security and privacy requirements do not apply to TigerText for Business directly. Having stated that, the role undertaken by TigerText in serving the health care industry is to comply with the overall intent and purpose of the HIPAA requirements. Should any future updates take place in the laws concerning “Covered Entities” and “Business Associates” for HIPAA, TigerText for Business will be well-positioned to map every specific requirement for 100% compliance. It is this level of due diligence that gives health care customers the confidence to deploy their secure text messaging solution without the risk of HIPAA non–compliance.
SUMMARY

Mobile messaging will continue to grow at a fast, consistent pace in the years to come and is primarily driven by two factors:

- **Consumers’ demand for enhanced data from businesses with whom they interact**
- **Need for mobilization of workforce to**
  a. Reduce overall corporate costs
  b. Facilitate speed in decision making
  c. Improve employee efficiency
  d. Improve overall customer service

TigerText took the initiative to enhance existing SMS and created a purpose-built solution for the health care sector that provides an easy-to-use, cost-effective, extremely secure and bi-directional mobile platform. The scarcity of primary care doctors is also forcing health care providers to look for ways to utilize mobile technology to increase efficiency, improve patient care and drive new businesses to their practice, without compromising on compliance with HIPAA standards.

With TigerText for Business, it is now so much easier to communicate to emergency departments for procuring information and scheduling logistics. Even medical transcription companies are utilizing text messaging to expedite the process and route information effortlessly to the concerned physician at a moments notice.

COMPANY PROFILE | TigerTextPRO

TigerText is the #1 leader in secure, real-time messaging for the enterprise. TigerText allows healthcare enterprises to create a private and secure mobile messaging network with their employees’ smartphones. This controlled platform is HIPAA compliant and replaces the unsecured SMS text message that leaves protected health information and other confidential data at risk. The speed, compatibility, and ease of TigerText increases workflow and physician and nurse satisfaction. Users can communicate from any computer or smartphone with key features that include an integrated company directory, delivery and read notifications, user controlled message lifespan, group messaging, and file sharing.

TO LEARN MORE | Contact TigerText for Healthcare

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