



Large Healthcare Institute Uses Teramind for Protecting Patient Data and Maintaining HIPAA Compliance

“We are required by law to protect patients’ Private Health Information (PHI). However, our staff and partners need efficient access to this information to provide a smooth and quality care experience. Teramind DLP made it possible for us to handle patient data securely while giving access to people who need it in a compliant manner”

Senior Executive, Integrated Care

CASE STUDY



Business Challenges

The Institute was subject to strict regulatory compliances such as, Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH). This entailed several challenges for the institute:

- ✔ Ensure that proper compliance protocol is followed by all staff when handling PHI (Protected Health Information).
- ✔ Identify any user action that may cause non-compliance and minimize the risk.
- ✔ Finally, implement a data breach reporting and auditing system to minimize threat propagation in case of an incident.

Success Factors

The Institute needed a data loss prevention solution to protect sensitive patient data and meet HIPAA requirements without introducing any process that would slow down its staff performing critical, time sensitive duties.

Organization Profile

The Institute is a tertiary care facility and medical research organization that has a global reputation for patient-centered care and innovation.



Solution

Instant Activation of Compliance and Privacy Policies :

- ✔ Fast deployment with built-in data classification and pre-defined HIPAA policies to prevent unauthorized access or sharing of PHI and PII.
- ✔ Ability to add organization specific new rules with an easy to use Policy & Rules Editor.

Activity Monitoring and Administrative Safeguards:

- ✔ Automated staff and third-party activity monitoring for files, networks, websites, apps, even keystrokes.
- ✔ Rules to automatically warn, block or even lock out the user before they can perform any malicious or fraudulent attempt.
- ✔ Segregated access control to minimize exposure of sensitive data on a need to know basis.
- ✔ Privileged user monitoring.

Teramind for Healthcare

HIPAA compliance and data protection on a unified platform

Teramind for HIPAA helps organizations conform with ongoing privacy and security requirements of HIPAA regulated PII, PHI and EHR data with its extensive user activity monitoring, data exfiltration protection, audit, reporting and forensics capabilities.



Solution

Breach Reporting and Burden of Proof:

- ✔ Session recordings and history playback for forensic investigation.
- ✔ Detailed alerts and immutable logs to support HIPAA record keeping, corroboration and documentation requirements.

Employee Education & Training:

- ✔ How to use captured video and custom rule violation messages to train staff about compliant behavior and information security best practices.

About Teramind

Teramind is a leading, global provider of employee and user activity monitoring, workforce productivity optimization, user behavior analytics, insider threat detection, forensics and data loss prevention solutions.

Over 2,000 organizations in finance, retail, manufacturing, energy, technology, healthcare and government verticals across the globe trust Teramind's award-winning platform.



Result

Institute was able to see improvements in the following areas:

- ✔ Gained the ability to automatically detect and respond to non-compliant user behavior instantly.
- ✔ Satisfied HIPAA compliance requirements with policies to safeguard PHI for both internal and third-party access.
- ✔ Significantly reduced exposure to insider threats responsible for majority of the healthcare data breaches.

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Live dashboard demo