

Medical Center Monitors HIPAA Compliance

Case Study: Healthcare

Challenge

A contact center at a Seattle-based medical center had processes in place to address Health Insurance Portability and Accountability Act (HIPAA) regulations during contact center interactions, but they lacked the means to monitor HIPAA-related activities and ensure compliance through proper access controls.

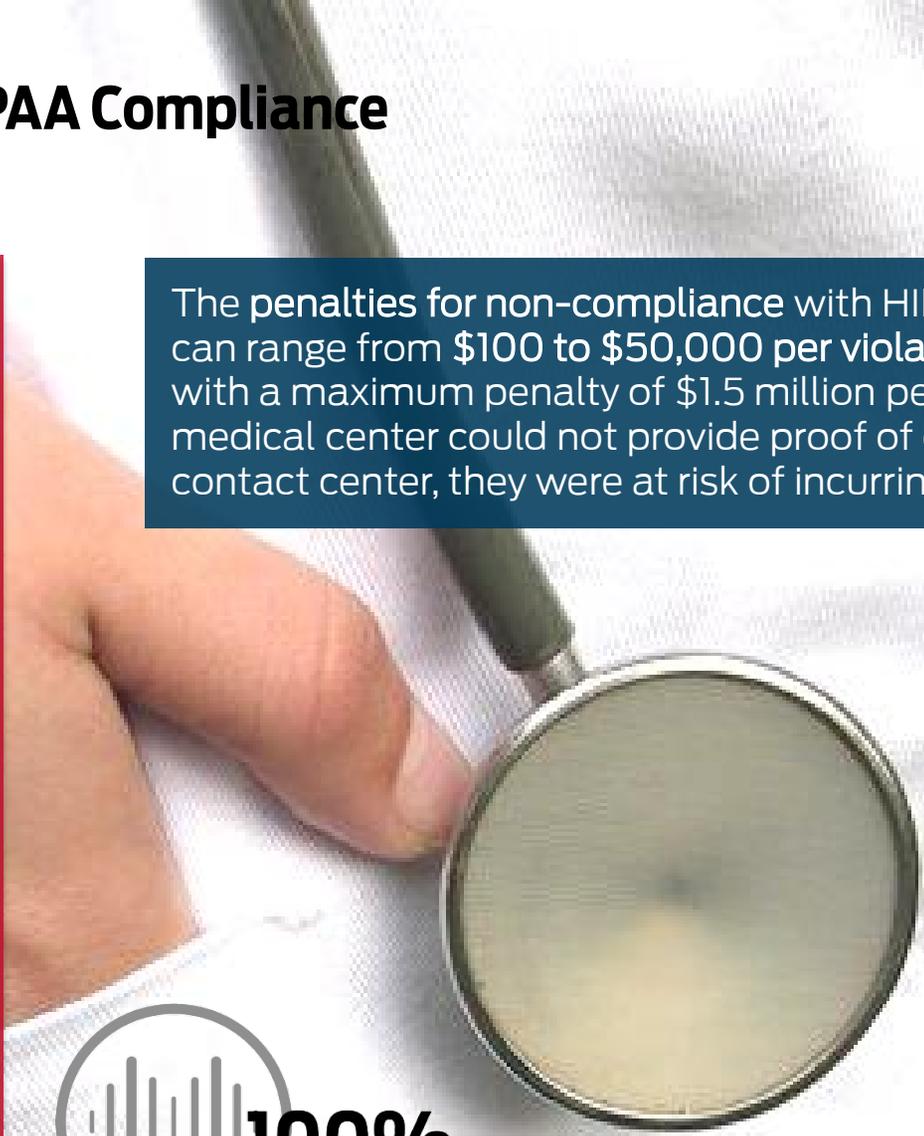
The HIPAA Privacy Rule provides federal protections for individually identifiable health information. The Security Rule under HIPAA mandates a series of administrative, physical, and technical safeguards to assure the confidentiality, integrity, and availability of electronic protected health information (e-PHI). The medical center was seeking a solution that was compatible with their Avaya platform that could help them provide proof of proper safeguards to avoid costly fines.

Solution

Calabrio ONE offered the medical center the means to properly handle personally identifiable health information during calls to ensure HIPAA requirements are properly met. One hundred percent call recording and advanced call query options made it easy to prove adherence to HIPAA and defend against fines. The ability to start and stop a recording allows the center to partition particular call segments, if necessary. Each phone transaction is captured and stored securely to protect private data. Recording files are encrypted and can be kept on a need-to-know basis by restricting playback access to authorized users or roles.

Calabrio ONE has become a reliable element of the medical center's overall approach to HIPAA compliance, helping them avoid costly fines.

The penalties for non-compliance with HIPAA regulations can range from \$100 to \$50,000 per violation (or per record), with a maximum penalty of \$1.5 million per year. If the medical center could not provide proof of compliance in their contact center, they were at risk of incurring costly fines.



100%
RECORDING FOR
PEACE OF MIND



CAPTURES AND
STORES EACH PHONE
TRANSACTION
SECURELY

Benefits

- Preventing maximum penalty of \$1.5 million per year
- Record 100% of calls
- Capture and store each phone transaction securely

CALABRIO

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