





privacy and security measures are taken with interoperability-exchanged data, as with all other sensitive data. To deal with data and demand for interoperability between provider systems, HIPAA-covered entities will benefit from

Phone service providers and other entities responsible for

HIPAA and HITECH compliance must ensure the same

security. These partnerships are known as Business Associate Agreements (BAAs).

to extend UC services into EHRs, third-party portals,

middleware, and CRM platforms, provide the flexibility to

Phone.com's lightweight APIs make it easy for small businesses

partnerships with other organizations to guarantee asset



Violations Occur?

Important Point

create new applications for specific use-cases with custom integrations, and remove interoperability issues that complicate and delay workflows.

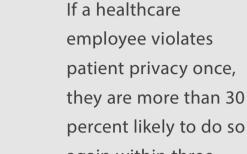
communications, termination, and exit policies.

Poor governance of employee-patient

30%

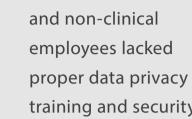


Information sourced from Protenus Breach Barometer



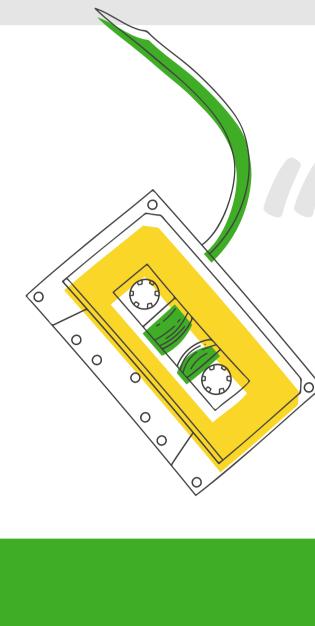
again within three months. Joel Maloff, HIPAA Compliance Officer, Phone.com:

compliance.



training and security awareness.

78 percent of clinical



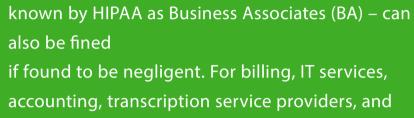
Unlike most other VoIP companies, Phone.com took the necessary steps to protect our current and future healthcare

calls make communications a compliance issue.

clients and is now certified as compliant with both HIPAA and HITECH laws. We've ensured that any patient information is encrypted and that all of our employees are trained in

Storing and recording information such as voicemails and

HIPAA Laws Govern More Than Hospitals



accounting, transcription service providers, and other BAs, this means their business phone and communication services must also be compliant.

In addition to Covered Entities, such as hospitals,

clinics, private practices and other caregivers,

organizations that provide management and

non-clinical services to healthcare providers,



IT Services

Why Look to the Cloud?

Areas in which

Information (PHI)

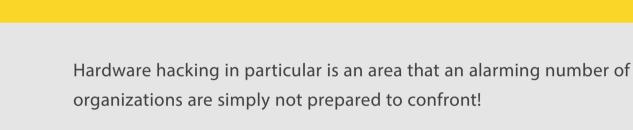
May Be Exposed:

Protected Healthcare







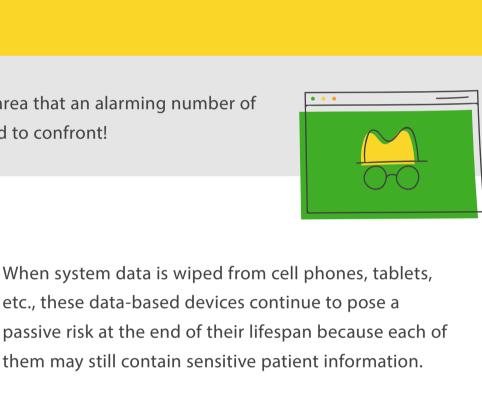


Personal or legacy devices can have outdated

operating systems and employees may be

connected to hospital networks without

proper security.



Business Associate Why you need one. Why you want one. According to HIPAA regulations, any vendor or service that has access to PHI is required to execute a Business Associate Agreement (BAA) with you, the healthcare provider. Communication systems that store voicemail, chat, and text and multimedia messages are part of that requirement and you as a healthcare provider are responsible for ensuring compliance. **Business Associate**

BAA

Health-centric organizations must take the profiling

only way to protect from exposure to attacks that

ultimately lead to HIPAA violations and costly fines.

capacity of these devices as a senior priority. This is the

Shredding Services

Important Point

VoIP Phone Service Providers

Agreements ensure patient

information and encrypted

data are protected.

Based on information from The Compliancy Group, the following businesses must provide a BAA: **Medical Billing Services IT Service Providers** Practice Management **Attorneys Cloud Storage Providers Accountants**

Voicemails, text and

recordings

lecy

For channel partners, agents, managed service

providers and integrators, partnering with

Phone.com provides the distinct competitive

the business benefit of great value across the

healthcare ecosystem.

advantage of compliance and the ability to deliver

Covered Entity

multimedia messages,

Agility is paramount for

customers' compliance

partners, especially



Phone.com Offers Secure, HIPAA-Compliant **VoIP Phone Systems for Healthcare** Professionals and Business Associates.

More than 1,000 healthcare providers trust Phone.com to ensure their business communications are HIPAA-compliant. In less than 1 year, more than 400 service providers, vendors, professional services, etc. have expanded their reach by securing Business Associate Agreements from Phone.com, allowing them to take full advantage of our HIPAA-compliant and

HITECH-compliant cloud-based communications

More than 30,000

business customers

across the U.S. and

Canada

400 BAAs

About Phone.com



Phone.com's app

works on both iOS

and Android devices;

Phone.com soft-client

services.

Phone.com was founded in 2008 with an inspired mission to be the world's entrepreneurs and small businesses.



 TOD

today

Business Associate

Agreements available

On that foundation, our team has built the most robust business-communications platform on the planet — an always-available, cloud-based phone system that grows with your business. With more than 50 easily configured features and a platform that seamlessly connects all of your devices to deliver a unified phone presence for your company, Phone.com is powered by something extraordinary:

Our virtual phone service is building on the digital, VoIP-industry experience of

our founders to deliver a complete suite of enterprise-grade unified communication services at SMB prices.

Today, we believe that no matter how

fast technology evolves or how virtual

business becomes, the cornerstone of a

successful company continues to be

most convenient self-service cloud

communications platform for

common sense. For more information on how to

communicate better, contact

Phone.com today.



HEADQUARTERS 625 Broad Street,

Newark, NJ 07102

Suite #240

communication.

CORPORATE: 973.577.6380

EMAIL: sales@phone.com

SALES: 800.842.3394

Phone.com

Communicate Better®