Winter Newsletter

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We Have a New Technology Center & New Office Location

dental•pc TECHNOLOGY CENTER

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We are opening a new Technology Center in 2015 and need your help!

We are so excited to announce our new office location at **7845 Baymeadows Way** just a mile down the road from our current location on Baymeadows Road in Jacksonville, FL.

This new space will allow us to grow and more importantly serve the dental community better with **Our Technology Center opening in early 2015**.

This Center will focus on "YOU" and the things you need to make your practice more efficient, while educating your staff. We also plan to make this space available to our vendor Partners so they can offer training and programs on the products you use in your practice.

Training on practice management softwares, cutting-edge technology, and HIPAA compliance in your practice are just a few of the future training session we have in mind but **We Need Your Help!**

We want to know from you **What are the most important technology topics on your mind and what training programs you would like to see to help take your Practice to the Next Level!**

We have created an online form for you to fill out to give us your thoughts. Please feel free to send in any topics you would like training on and we will compile and announce the results in our next Newsletter as well as announce our First Training Topic and Event Date.

Link to Online Form
www.dentalpc.com/technologycenter

Training Hosted by Dental PC is Complimentary for our Complete Care Clients

We are so excited to continue to serve the Dental Community with our new Technology Center and look forward to seeing you at a Seminar in the near future!

4 Things you must have to Protect against an Attack on your Network

Daniel Nicolitz,
Senior Engineer

At Dental PC we've come across several instances recently of networks being compromised by CryptoWall. A majority of these malicious attacks are due to dental practices with insufficient protection in place for their networks. A single security solution such as anti-virus will not entirely protect you from a malicious attack. You need multiple lines of defense to ensure proper coverage when securing your network.

To Safeguard your Network against attack we always recommend the following Solutions:

4 Lines of Defense:

1. **A Backup Solution & Monthly Monitoring** An off-site backup solution is recommended if your network should be attacked. If you don't have a backup in place you could be in jeopardy of losing all your data. We recommend a monthly monitoring solution to ensure backups occur every 60 minutes in case of an attack. With this in place you only lose 60 minutes of network data vs. potentially losing all of your network data.

2. **A Correctly Configured Firewall Hardware Device** provides several forms of protection at the edge of your network. Intrusion Prevention scans all network traffic for worms, Trojans, software vulnerabilities, backdoor exploits and other types of malicious attacks. Gateway anti-virus and anti-spyware block potential threats before reaching the network. This helps to protect your organization from the latest global threats with dynamically updated databases and an extensive list of virus and malware signatures. Geo-IP filtering can actually block all traffic coming from certain countries. Application filtering can stop all traffic from specified applications like bittorrent or TOR networks.

3. **A Content Filtering Subscription** screens and excludes access to websites that are known to contain content that is potentially threatening. This subscription dynamically updates in real time, to not only block malware, botnets and phishing over any port, protocol or app, but also to detect and contain advanced attacks before they can cause damage.

4. **An Anti-Virus Subscription and Monitoring**. The above solutions protect **communications between computers**, but what about files on the computer itself? A properly configured anti-virus will scan USB keys as they are inserted, and check to verify the safety of the files residing on your computers already. Anti-virus software is good to have but if not managed actively it can be turned off by users and updates can be ignored. Managed/monitored anti-virus ensures that definitions are updated and scans take place that don't disrupt work flow.

Without "These Four Lines of Defense" in place you are exposing yourself to threats.

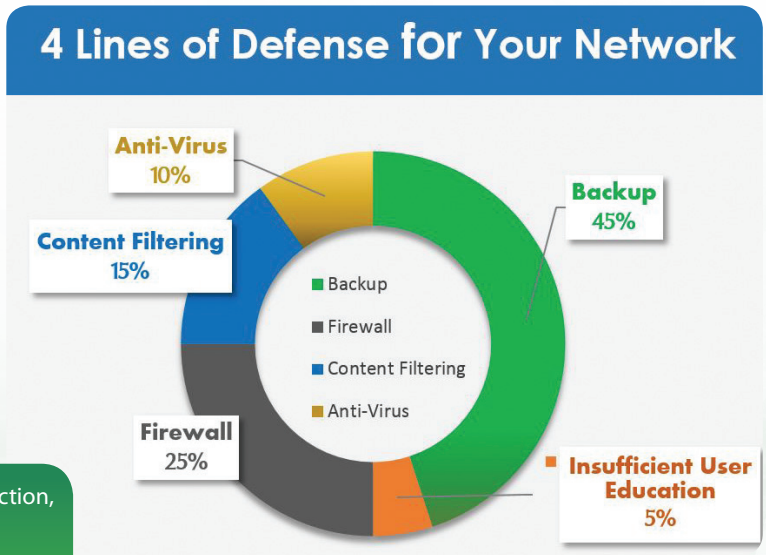
At Dental PC we reference your Home Security as a good Analogy to Network Security.

- You have a fence around your home to keep out **10%** of intruders out
- A security system is put in place to keep out another **45%**
- Security cameras are installed to protect another **25%** of your assets
- A safe inside your home covers the final **15%**
- Homeowner self-precautions and awareness of surroundings makes up the remaining **5%**

By taking all these precautionary steps you essentially reduce your exposure to theft, the same goes for your Network. The more layers of defense the more secure you are.

The diagram to the right represents the **4 Lines of Defense** Necessary for a Secure Network.

Note on the Diagram that with these 4 Lines of Defense you are **95% Covered**. So what about the remaining **5%**? **This requires User Education**. Insufficient education of your staff could expose yourself to threats such as downloading unsanctioned softwares, opening unknown emails and clicking links and attachments, visiting unapproved sites, etc. We recommend you regularly educate and reinforce network security to your staff to ensure you have all your bases covered.



Remember, your practice needs a layered line of defense for protection, there is no silver bullet to secure your network.

For more information on how to implement these 4 Solutions in your office contact us today!

10 IT Policies and Procedures you must have to ensure HIPAA Compliance

We've compiled the top 10 IT policies and procedures to ensure HIPAA & HITECH compliance for your practice.

It's important to have these policies in place and documented so you and your staff have a clear understanding of the compliance requirements and to reinforce these standards to existing and new employees for their onboarding process. The Top 10 are as follows:

1. **Perform a Risk Analysis:** Identify any risks to electronic protected health information (EPHI).
2. **Develop a Privacy Policy:** Develop and implement a written privacy policy as well as dedicating personnel or a privacy official to implement these policies.
3. **Access Control Policy:** Access should only be granted to software or personnel with documented rights to maintain EPHI.
4. **Workstation Use Policy:** Policies must be in place and documented specifying the functions permitted to be performed by staff whether onsite or working remotely.
5. **Adoption of Email Policy:** Policies for email and mobile devices should be documented and enforced. Emails that contain EPHI must be encrypted.
6. **Security Training:** Your practice should conduct and thoroughly document security update training sessions at predetermined intervals.
7. **Malicious Software Controls:** Anti-virus and malware protection are mandated and updates must be documented. Any instances of malicious attacks must be recorded and reported.
8. **Disaster Recovery Plan:** In an event of system failure or natural disaster documentation must be in place to specify the resources, actions, and data required to retrieve healthcare information.
9. **Media Disposal Policy:** Destruction and removal of computer equipment containing or having the potential to contain EPHI must be documented to show the proper disposal methods were adhered to.
10. **Document & Audit:** All the aforementioned policies and procedures must be physically documented and readily available for inspection if requested. A central repository containing all the necessary documentation is recommended.

These are our Top Ten policies and procedures but as you are aware there are many facets to HIPAA & HITECH compliance.

To determine your level of compliance on these HIPPA requirements contact us today to schedule a HIPAA Audit.

HIPAA Audits are Complimentary to All of Our Complete Care Clients

Automatic bill payment is fast, it's easy, and it's a great way to simplify your busy life

Automatic Bill Payment Saves Time for Busy People.

If writing checks is at the bottom of your list of fun things to do, you'll be interested to learn that Dental PC has switched from check-writing to automatic bill payment.

With the **Complete Payment Program**, we simply charge your credit or debit card each month. No more monthly invoices to process, checks to cut for your payment, and you will always be on time, so you'll avoid any possible late fees.

WITH AUTOMATIC BILL PAY YOU WILL SAVE ON:

- **Stamps**
- **Checking Fees**
- **Staff Resources (receiving mail / printing checks)**

An extra bonus is if your card has a **Rewards Program**, you can even earn points/miles while you enjoy the convenience of automatic bill payment!

It's really easy. **Just Go To The Link we have Created Below** to download the Authorization Form and **Fax Back to (904) 443-0088**.

After that, it's all automatic. Your monthly credit card or bank statement will indicate your payment to us, including our name and the amount of your bill. You will also continue to receive a monthly bill detailing all of your charges before your account is charged.

www.dentalpc.com/authorization-form

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"Making Computers Work for Dentistry since 1995."

A Letter from the Owner's Desk

It's that time of year again. A time to reflect and give thanks for all the wonderful gifts we have been given. This New Year is very special to me. We are beginning our 20th year in operation at Dental PC with exciting new changes ahead. As you have read, we are moving into our 4th office. I am very excited about our new office which will house a large meeting room to accommodate future training sessions as well as two fully equipped training operatories.

The Technology Center is going to be about YOU and what YOU need to take your practice to the next level. We will be hosting dozens of training seminars in our new facility. What topics would be of interest to you? Practice Management Training, Clinical, CAD/CAM, Best Practices, Security, HIPAA, etc. Let us know what topics interest you.

We are also hiring and would love for you to refer any A+ players you know. Candidate applications can be submitted to **www.dentalpc.com/careers** and make sure they list you as a reference.

As we embark on Dental PC 4.0 I want to thank all of you for making this possible. Many of you have been clients for over a decade, some for two decades. We certainly could not be where we are today without you. Like your practice, we rely on referrals to keep the engine running. I sincerely appreciate all of the referrals over the years and encourage you to let a friend know about Dental PC.

Here is to 2015! We have a lot of new and wonderful plans for our clients this coming year. I can't wait to get started!

Clay Archer, MBA, MCP