

Remote Support within Regulations – HIPAA

Privacy in the Healthcare Industry

Privacy has always been a high priority in the health profession. However, since the implementation of the Health Insurance Portability and Accountability Act of 1996 and the publication of the final rule in February of 2003, organizations within the healthcare industry have been compelled to use extra precaution in handling protected health information. To prevent unauthorized use or disclosure of this information, a number of security regulations have been set in place. Some of the required regulations include audit controls, unique user identification, transmission security, and emergency access procedure, with addressable implementation specifications including encryption and automatic logoff.

The Benefit of Remote Access

Of course, the most important aspect of healthcare is taking care of your patients. Excellence in service entails not only preventing unauthorized access to health information but also enabling quick access to it when it is needed. Just one failed computer can result in delay or even disaster. The sooner a support representative can repair the computer, the less damage done. And with the growing use of telemedicine, rapid transmission of shared data is essential.

That's why you should choose Bomgar's remote computer control solution. Control any Mac or PC anywhere in the world in 10 seconds, or gain access to unattended computers any time day or night. Although Bomgar™ cannot guarantee that your company will meet regulations, we can guarantee that our remote computer control solution will not weaken your security structures.

The Bomgar™ Advantage

The Bomgar Box™ is built from the ground up with your security as our priority. Because you can self-host the Box, all data is routed through your company's existing infrastructure, saving you the trouble of a chain of trust agreement. With our logging and reporting features, you can generate reports on every transaction that takes place through our products. And through our logging and reporting API and out-of-the-box integration with BMC Remedy™, you can automatically upload reports and session recordings to an external application or database, simplifying data retrieval and auditing. When you use Bomgar™, not only can you access your data from any location, but also you can trust that your data is secure. In a security review by the Symantec Corporation, Symantec found our Bomgar Box™ "to be designed and implemented with security best practices in mind". Bomgar™ includes numerous security features to help you in your efforts to maintain compliance.

When you need secure remote access to computers worldwide, choose the Bomgar Box™.

Secure Architecture

- In-house hosting
- 256-bit AES SSL encryption
- Permission-based access
- No firewall configuration or additional ports opened
- Complete customer client uninstall from the remote computer after session

Security Features

- Granular control of support rep access privileges by admin and end-user
- Multiple password layers
- Complex password requirement
- Failed password lockout
- Password expiration
- Idle session time-out
- Multi-factor authentication

Logging & Reporting

- Flash recording of session
- Transcript of chat session
- Record of files transferred
- Rep and customer names and IP addresses
- Time and duration of sessions
- Level of control enabled
- Command prompts executed