

Oracle Service Cloud HIPAA Cloud Platform Service



The Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), and the Final Omnibus Rule (2013) were passed with provisions to guarantee security and privacy of health information. These regulations provide a framework and outline how security should be managed for any facility that creates, accesses, shares, or destroys medical information. The HIPAA Cloud Platform Service leverages the Oracle Service Cloud Platform environment to provide enhanced controls designed to assist customers in protecting the confidentiality, integrity, and availability of electronic Protected Health Information (ePHI).

ENHANCED CONTROLS FOR THE PROTECTION OF ePHI

KEY FEATURES

- Data encryption
- Access & visibility controls
- Vulnerability scanning & testing
- Independent third-party assessment
- Comprehensive network security
- Incident response processes

KEY BENEFITS

- Achieve compliance with HIPAA Privacy & Security Rules
- Provide operational transparency
- Reduce risk of ePHI becoming compromised
- Maintain goodwill & credibility with patients

HIPAA compliance is an ongoing process that requires continual investment in people, process and technology infrastructure. Without these, companies may be subject to criminal and civil penalties. With the Oracle HIPAA Cloud Platform Service and Oracle as a Business Associate, the proper safeguards are implemented to ensure adherence to the rules.

By following industry recognized security standards, the HIPAA Cloud Service offers multiple layers of protection, including:

- Read Access Logging of ePHI Data – track when Incident Thread data is viewed and by whom
- Encrypted Storage – protect data at rest residing in databases and in files
- Role-based Access Control – enable secure administration and system monitoring
- Active Network Scans – guard the network from vulnerabilities
- Segregated Networks – isolate layers with multi-tiered access controls and “deny by default” policy
- Network Intrusion Detection/Prevention Systems – monitor and block suspicious traffic 24 x 7 x 365
- Security-related Maintenance – apply security patches applied within 30 days of distribution
- Third-party Application Penetration Testing – ensure the application is tested for vulnerabilities for every release

ORACLE SERVICE CLOUD

Oracle Service Cloud HIPAA Cloud Platform Service is part of the market-leading Oracle Service Cloud product, which offers an integrated approach to customer experience. With this Cloud Service, you'll be able to provide a seamless customer experience in 34 languages across multiple touch points—from your knowledge foundation and contact center to your corporate Website and social communities.

RELATED PRODUCTS

Oracle Service Cloud HIPAA Cloud Platform Service is available with Oracle Service Cloud products:

- Web Customer Service
- Cross Channel Contact Center
- Chat with Experience Routing
- Oracle Service Cloud Platform

On an annual basis, Oracle will engage a third-party compliance firm to measure compliance against the HIPAA Privacy and Security Rules to the extent applicable to the HIPAA Platform Cloud Service. The audit report is available to customers upon request.

Oracle security policies cover the management of security for the services provided to its customers. These policies and processes align with ISO 270001 security controls. Oracle's Incident Response Policy includes reporting and addresses unauthorized access or handling of Customer data to restore confidentiality and integrity promptly.





Oracle employs a fulltime Chief Information Security Officer with dedicated security team that oversees all operational and development processes. In addition, Oracle personnel with access to ePHI environments have extra controls in place for their desktops/laptops including multi-factor authentication.

While many of the HIPAA requirements are the sole responsibility of our customers, Oracle abides by HIPAA Privacy and Security Rules in full context of a Business Associate. Oracle Service Cloud HIPAA Platform Cloud Service can provide the proper protection of ePHI data and help comply with customers' requirements.

**CONTACT US**

For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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