

NACHCs Telehealth Office Hour

December 9, 2021

THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Welcome! Housekeeping

- Today's meeting is being recorded. The recording will be available within two weeks after the event.
- Looking for the slides? They will be emailed out after the presentation.
- Any tech issues during today's event, please send us a note in the chat or email trainings@nachc.org
- You will be directed to a survey after the event. Thank you in advance for your feedback!

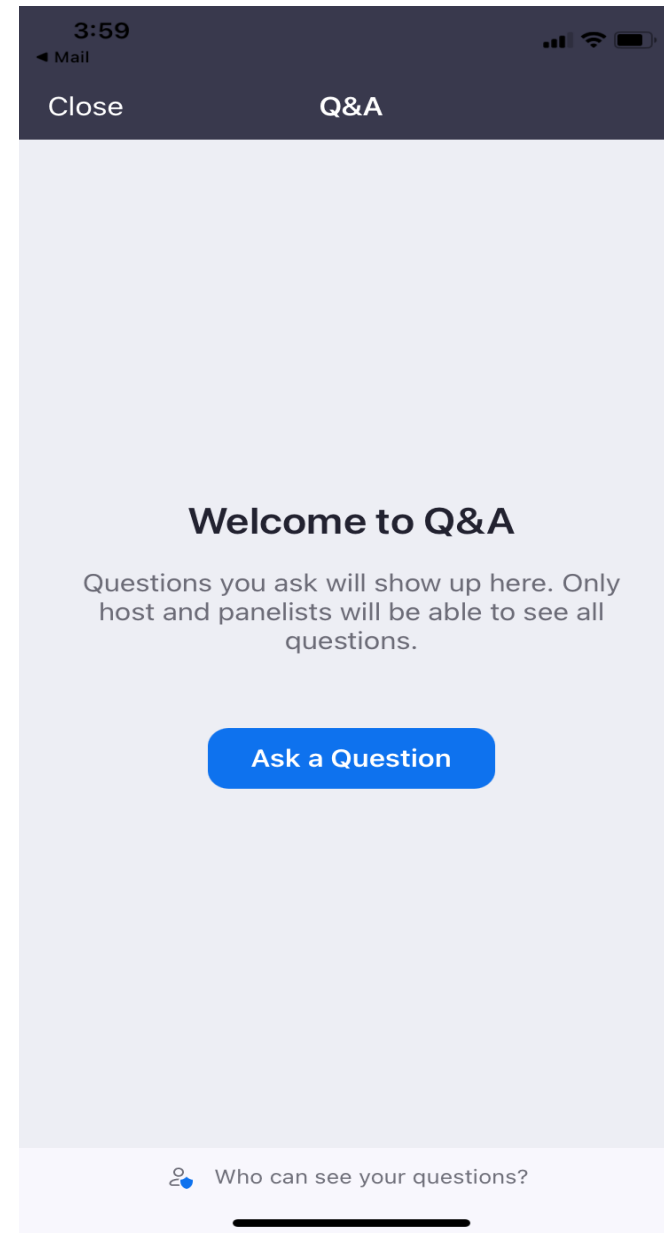
The Raised Hand Feature

- To use the raised hand feature, please click on the Reactions icon.
- We will unmute you so that you can ask your question.
- **Please make sure your audio is connected in order to participate.**



Q&A Feature

- The Q&A feature is available to ask questions or make comments anytime throughout today's Office Hour.
- We will answer as many questions as possible.



Supported Vendors:

athenaOne

**athenaFlow/athenaPractice
(formerly Centricity)**

eClinicalWorks

Greenway Intergy

NextGen Healthcare

NACHC supports several user groups for Health Centers that utilize various Electronic Health Record (EHR) platforms. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences and gain valuable insight on accomplishments and best practices.

NACHCs EHR User Groups

Benefits of joining an EHR User Group:

- Connect with other Health Centers who use the same EHR platform as you do.
- Discuss issues and enhancements that are most important to Health Centers.
- Groups are led by Health Centers, HCCN's and PCA staff on a voluntary basis.
- Online forums to exchange ideas, lessons learned and best practices.
- Groups meet both virtually and in-person.
- NACHC provides support via WebEx, conference calls and meeting space at our major conferences.

Questions? E-mail: PStringfield@nachc.org

Today's Session: Cybersecurity Best Practices

With government agencies and Fortune 500 companies getting breached through cyberattacks, it can feel overwhelming for small organizations to know if they are doing all they should protect their data and customers. Thankfully, there are best practices small organizations can implement to ensure they are doing everything within their ability to protect themselves from cybercrime.

In that every organization should be doing to protect themselves and the communities they serve. In today's Office Hour, we are tackling this issue and providing our top 15 Cybersecurity Best Practices

Presenters:

- Taylor Wells, **Northwest Technologies Group**



15 Cybersecurity Best Practices For Organizations

Today's Presenter



IT Services For Small Organizations



Taylor Wells is Director of Marketing

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“I am convinced that there are only two types of companies: those that have been hacked and those that will be. And even they are converging into one category: companies that have been hacked and will be hacked again.”

Robert S. Mueller, III - Director, FBI - March, 2012



- Define: What is PII?

PII which stands for Personal Identifiable Information. This industry term is used to refer to any personal sensitive data that your organization holds. This could be a full name, social security number, credit card information, driver license, bank account number, password number, or even email address. This type of data is what you should be focused on protecting.

There are other cybersecurity risk to your organization that can be extremely disruptive but ultimately the greatest ethical and hard cost to your organization is losing your client's or customer's PII.

• Problems & Trends

- 1. 10 years of innovation within 1 year. (Microsoft)**
- 2. Small Businesses have the highest malicious email rate at 1 in 323 (Symantec)**
- 3. The average cost of a data breach is \$3.86 million as of 2020 (IBM)**
- 4. 43% of cyber attacks target small organizations (Verizon)**
- 5. 98% of cyber attacks rely on social engineering. (PurpleSec)**
- 6. Damage related to cybercrime is projected to hit \$10.5 trillion annually by 2025. (Cybersecurity Ventures)**
- 7. Phishing increased in 2020 to account for 1 in every 4,200 emails. (Symantec)**

15 Cybersecurity Best Practices For Small Organizations

1. Does your organization provide regular cybersecurity training & testing to all team members?

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2. Do you have MFA enabled on all accounts?

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3. Do you have disk encryption on all computer hard drives?

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4. Do all employees in your organization use corporate password manager?

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5. Does your organization have written information security policy that all employees must adhere to?

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6. Are all company emails & cloud storage regularly backed up?

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7. Is your organization running simulated phishing campaigns to raise awareness?

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8. Are all workstations or servers containing important data regularly backed-up?

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9. Do all computers in your organization have an antivirus installed?

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10. Does our organization carry cyber insurance?

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11. Do you have an annual security risk assessment process?

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12. Do you have a system to track security incidents?

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13. Are you sharing files securely?

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14. Have you reviewed your specific industries data regulatory requirements?

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15. Are you alerted when suspicious activity occurs in your organization?

Q&A



If you have additional questions,
reach out to hello@nwtechs.com

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