Comm100

Live Chat Security for Healthcare

The Healthcare industry never sleeps. Your patients are relying on to you provide 24/7 care and support. With rigid regulatory challenges and complex industry standards, providing accessible, secure support services is no easy feat. Secure chat can do just that, and more. Comm100's secure live chat solution can help you address time sensitive health concerns by providing easily accessible and real-time support. The patient experience demands high standards for security and confidentiality, and **our secure chat fits the bill.**

HIPAA COMPLIANT LIVE CHAT

Comm100 offers HIPAA compliant live chat as a Business Associate under the Health Insurance Portability and Accountability Act of 1996. Our solution has been fully assessed to ensure that electronic Personal Health Information (ePHI) received, transmitted or maintained within the Comm100 solution and system components is secure.

ePHI data (chat transcripts or offline messages) is fully encrypted with a complete logging and monitoring system that operates as a safeguard against unauthorized access. **ePHI data is kept on file for a total of 36 months and stored within multiple HIPAA compliant Amazon RDS Servers.** The infrastructure relies on Comm100's fault tolerant MaximumOnTM technology to ensure that your ePHI is safe, no matter the situation, and your live chat service is available. Each database is encrypted using Amazon's RDS encryption algorithm which utilizes an AES 256-bit encryption. This is a gold standard for encrypting data at rest, thus ensuring your patient records are secure and visible for your eyes only.

HOW WE PROTECT YOUR PATIENTS

Security isn't just another feature. It's the foundation of everything we do. Our server farm is hosted in world-class data centers with state-of-the-art security measures that are **compliant with SSAE 16, CSAE 3416, and ISAE 3402 standards.** Comm100's infrastructure has been designed with multiple layers of protection across a distributed, redundant, and high-availability infrastructure.

These protections include extensive system hardening and network security practices, and recurring penetration and vulnerability tests to ensure our security is always up to date. Our system monitoring, intrusion detection system and DDoS protection firewall are just a few ways we keep your patient records safe. You can chat with patients knowing their ePHI is "Fort Knox" secure.

HOW WE PROTECT YOU

We don't compromise when it comes to customer data. **Our Privacy Policy is TrustArc certified**, a leading global Data Privacy Management (DPM) company. Your data isn't shared, sold, rented, or traded with any third parties. **Comm100 is also ISO 27001 certified**, the international standard which defines best practices for Information Security Management Systems (ISMS). All our governing processes, from hardware to software, people and procedures, are compliant with this international standard. No matter where you are, you can chat knowing your data is safe with us. Our highest priority is protecting your data from unauthorized access, because a breach is something you never should have to worry about.

APPLICATION LEVEL SECURITY

A crucial and often overlooked component of data security is password protection. Comm100 Live Chat's application level security system ensures all **your passwords are stored in our secure databases and protected through irreversible encryption**. Data security is non-negotiable, and we make sure you have the tools you need to meet all your security requirements. Custom policies can be set for length, expiration time, reset limits, change frequency and more. These policies combine to protect agent accounts from unwanted access. For an added layer of security, account lock-out can also be enabled after a predefined times of failed login attempts.

Permissions for agents are completely configurable all the way down to the department. With granular permissions, you can ensure only select staff have clearance to access the systems that store and process your patient data. All agent activities and any changes made to your live chat system are also tracked through our audit log, providing accountability and protection across the board.

Secure chat is no doubt the future of healthcare communications. Your clients are relying on you to protect their privacy and keep their patient records confidential and we can help you exceed their expectations.

Let's chat

Comm100 is a leading global provider of multi-channel customer engagement solutions with a mission to make online service and support delivery more genuine, more personalized, and more productive through meaningful conversations. Let us show you how.

Learn more