

About HIPAA Compliance

Ring-u is neither claiming HIPAA compliance, nor denying that it is HIPAA compliant. Such compliance is a mix of technologies that **ring-u** can control, and procedures and usage that **ring-u** can not control.

A Hello Hub makes HIPAA compliance easier than the typical "cloud" service provider.

- The Hello Hub (phone system) is on-site at your medical practice office, not hosted elsewhere where physical and network access is not under your control.
- All voicemails and received faxes are stored at your office, on the Hello Hub or an attached USB drive. They are only accessible with the **ring-u** single admin login or by removing the attached USB drive.
- All calls in and out of your location are encrypted and spread over random ports, your end of the connection is as secure as we can make it, and while not impossible to tap*, it is much more secure than the typical analog or digital/VoIP phone system. The other end of any phone call is beyond our control.

HIPAA Compliance requires the following points:

- **Access control** - The office is responsible via policies and procedures. **ring-u** assists by logging customer portal access and changes.
- **Audit controls** - The office is responsible via policies and procedures. **ring-u** assists by logging customer portal access and changes.
- **Person or office authentication** - The office is responsible via policies and procedures.
- **Transmission security** - The Hello Hub and **ring-u** assist by encrypting communications and randomizing traffic. Web access to the customer portal is also encrypted and limited to a single sign on.
- **Workstation security** - The office is responsible via policies and procedures.
- **Device and media controls** - The office is responsible via policies and procedures.
- **Security management process** - The office is responsible via policies and procedures. **ring-u** assists by logging customer portal access and changes.

If you have specific questions, please ask, we'd love to help and if there is a way we can address the technology issues for better HIPAA compliance, we will.

**not impossible: we are paranoid geeks and given enough time and money, nothing is impossible. "Nation States" and government agencies are responsible for this disclaimer.*

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