

# Practitioner Engagement

## Health Information Privacy and Security Guide

April 2016

**The Practitioner Engagement app offers several levels of privacy and security to protect patient information.** This guide provides you with detailed information about how PointClickCare safeguards the health information accessed and transmitted via mobile devices in your organization.

## PointClickCare safeguards the health information accessed and transmitted via mobile devices in your organization.

### Authentication

#### Password

A unique username and password is required to access the Practitioner Engagement app.

#### PointClickCare User Account Management / Security Setup

The Practitioner Engagement app leverages the PointClickCare User Account Management / Security Setup platform to provide access based on configured security functions and authenticate users.

#### Two-Factor Authentication

Two-Factor Authentication is available for clinicians who are required an additional measure of security to verify their user identity. PointClickCare is the first long-term healthcare company to embed a two-step verification process directly into its EHR platform. Today, practitioners in Ohio, Massachusetts, Louisiana are required to utilize two-factor authentication for e-signatures.

### Data-In-Transit

To protect patient information from unauthorized virtual access, the Practitioner Engagement app encrypts data while it is in transit to the mobile device (Data-In-Transit) into a form that cannot be read without the decryption key or password. SSL over HTTPS is used.

### Data-At-Rest

The Practitioner Engagement app does not store data on the mobile device. Privacy and security does not apply.

### About PointClickCare

PointClickCare helps healthcare providers meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. Over 9,000 skilled nursing and senior living facilities use PointClickCare today, making it the North American healthcare IT market leader for the senior care industry. For more information on PointClickCare's ONC certified software solutions, please visit [www.pointclickcare.com](http://www.pointclickcare.com).



PointClickCare Version 3.7 is now compliant with the ONC 2014 Edition criteria and was certified as an EHR Module on October 23, 2013 by the Certification Commission for Health Information Technology (CCHIT®).



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