Cybersecurity Best Practices for Telehealth

As the popularity of telehealth expanded, there was a corresponding increase in targeted attacks, including a **117% jump in security alerts just caused by malware infections.**

When it comes to matters of telehealth, having a strong foundation in the basics – passwords, software updates, phishing, and USB use – will be immeasurably beneficial as your practice adapts to the new “telehealth environment.”
Best Practices

Familiarize yourself with telehealth because it is here to stay

- Acknowledge that the convenience of telehealth makes it attractive to patients
- Understand how declared public health emergencies change your telehealth protocols (i.e. reimbursement, interstate licensure, HIPAA regulations)

Be proactive, not reactive

- Create an incident response plan, practice it, and publicize it to your employees and colleagues [Go to BeCyberReady.com for guidance on how to create an incident response plan]

Be consistent with your selected telehealth platform throughout your practice

- Understand which telehealth platforms are HIPAA-compliant
- Prioritize your needs and concerns, as well as those of your patients when assessing options
- Ensure uniformity and transparency

Educate yourself about cyber hygiene basics

- Passwords: Enable multi-factor authentication and use 15+ character passphrases
- Software updates: Turn on auto-updates
- Phishing: Conduct routine phishing tests and educate your employees on what phishing attempts look like
- USBs: Use online file-sharing instead of USBs

Be aware, be prepared, and be cyber ready.

About CRI

The Cyber Readiness Institute is a non-profit initiative that convenes business leaders from across sectors and geographic regions to share resources and knowledge that inform the development of free cybersecurity tools for small and medium-sized enterprises (SMEs). Explore the building blocks of good cybersecurity with our Starter Kit or create a cyber readiness culture in your organization with the self-guided, online Cyber Readiness Program. Our Remote Work Resources and Hybrid Workplace Guides offer timely tips for addressing the evolving cyber challenges of today. To find out more, visit www.BeCyberReady.com.