



**WHITE PAPER**

**HIPAA Compliance and  
the eSureIT Online Backup  
Service**

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## **HIPAA Compliance and the eSureIT Online Backup Service**

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### ***Introduction***

In 1996, Congress passed the Health Insurance Portability and Accountability Act ("HIPAA"). HIPAA was designed to reduce the administrative costs of healthcare, to promote the confidentiality and portability of patient records, to develop standards for consistency in the health care industry, and to provide an incentive for electronic communications.

HIPAA applies to any health care providers, health plans and clearinghouses (collectively "Covered Entities") that electronically maintain or transmit health information pertaining to individuals. Covered Entities must have appropriate measures that address the physical, technical and administrative components of patient data privacy.

With the exception of small health plans, all Covered Entities must have data security standards in place by April 21, 2005, when the Standards for the Security of Electronic Protected Health Information (the "Security Rule") of HIPAA goes into effect for most health care providers. Small health plans are exempted until April 21, 2006. The Security Rule requires health care providers to put in place certain administrative, physical and technical safeguards for electronic patient data. Among other things, Covered Entities will be required to have a *Data Backup Plan*, a *Disaster Recovery Plan*, and an *Emergency Mode Operation Plan*. Fortunately, there is a simple and affordable way to meet many of these security and contingency requirements: **eSureIT online backup service**.

### ***More about the HIPAA Security Rule***

The Security Rule applies to electronic protected health information. This is protected health information either transmitted by electronic media or maintained in electronic media. Covered entities that maintain or transmit protected health information are required by the Security Rule (see 45 C.F.R. §164.306) to:

1. Ensure the confidentiality, integrity, and availability of all electronic protected health information the covered entity creates, receives, maintains, or transmits.

2. Protect against any reasonably anticipated threats or hazards to the security or integrity of such information.
3. Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required under subpart E of this part.
4. Ensure compliance with this subpart by its workforce.

According to the HIPAA regulations, Covered Entities are allowed to use a flexible approach when implementing the above requirements. Specifically,

1. Covered entities may use any security measures that allow the covered entity to reasonably and appropriately implement the standards and implementation specifications as specified in this subpart.
2. In deciding which security measures to use, a covered entity must take into account the following factors:
  - (i) The size, complexity, and capabilities of the covered entity.
  - (ii) The covered entity's technical infrastructure, hardware, and software security capabilities.
  - (iii) The costs of security measures.
  - (iv) The probability and criticality of potential risks to electronic protected health information.

The Security Rule is further detailed through 18 technical standards and 36 implementation specifications. These standards and specifications are classified into four categories: administrative safeguards, physical safeguards, technical safeguards and organizational requirements.

### ***HIPAA Security Rule and Electronic Data Backup***

A number of the Security Rule's standard and specifications apply to the backup and safekeeping of electronic data. Covered Entities must have a contingency plan and:

Establish (and implement as needed) policies and procedures for responding to an emergency or other occurrence (for example, fire, vandalism, system failure, and natural disaster) that damages systems that contain electronic protected health information (Administrative Safeguards - §164.308(a)(7)(i)).

This contingency plan must be implemented as follows:

- (A) *Data backup plan* (Required). Establish and implement procedures to create and maintain retrievable exact copies of electronic protected health information.
- (B) *Disaster recovery plan* (Required). Establish (and implement as needed) procedures to restore any loss of data.
- (C) *Emergency mode operation plan* (Required). Establish (and implement as needed) procedures to enable continuation of critical business processes for protection of the security of electronic protected health information while operating in emergency mode.

Covered Entities must also have certain physical safeguards, such as facility access controls. They must:

Implement policies and procedures to limit physical access to its electronic information systems and the facility or facilities in which they are housed, while ensuring that properly authorized access is allowed (Physical Safeguards - §164.310(a)(1)).

The contingency operations should establish (and implement as needed) procedures that allow facility access in support of restoration of lost data under the disaster recovery plan and emergency mode operations plan in the event of an emergency (§164.310(a)(2)(i)).

In addition, Covered Entities must implement certain technical safeguards (§164.312) to, among other things:

- Limit access to and electronic protected health information.
- Encrypt and decrypt electronic protected health information.
- Put into place audit controls that record and examine activity in information systems that contain or use electronic protected health information.
- Implement technical security measures to guard against unauthorized access to electronic protected health information that is being transmitted over an electronic communications network.

### ***HIPAA Compliance and eSureIT Online Backup***

eSureIT online backup can help your health organization meet HIPAA compliance requirements, specifically those of the Security Rule.

eSureIT, from Intronis Technologies, is a secure, online backup service that automates the process of backing up electronic data. eSureIT was created, with healthcare providers in mind, to satisfy the broad need for an easy to use, automatic and secure method of

backing up data offsite. The goal of eSureIT was to design a cost-effective backup service that could be used by anyone regardless of computer expertise, yet with the functionality and features of backup systems used by Fortune 500 companies. Since its market introduction, eSureIT has quickly gained recognition with customers nationwide, who have come to recognize that eSureIT provides them with a backup solution that is simple to setup, easy to use, completely automatic and most importantly, secure and reliable.

### ***eSureIT Security and Encryption***

All data, including patient and billing records, is encrypted before it leaves the user's computer(s) and is never accessible without the user's encryption key. This encryption key is stored only on the user's system and is never transmitted over the Internet nor is it stored on Intronis's servers. Thus, only the user has access to his or her files, eliminating the threat of unauthorized access. Even Intronis cannot access the files or even read the filenames.

Each file is individually encrypted using the unique 256 bit encryption key. eSureIT uses 256-bit Advanced Encryption Standard (AES) encryption technology. AES encryption was developed by the U.S. National Institute of Standards and Technology (NIST) and is now the state-of-the-art standard encryption technique for both commercial and government applications. Moreover, in June 2003, 256-AES was approved by the United State's National Security Agency (NSA) for use encrypting the U.S. government's documents classified "TOP SECRET."

For added security, and to meet the Security Rule's transmission requirements, each encrypted file is then sent over the Internet via a secure channel using Secure Sockets Layer (SSL) technology. This is the same Internet transmission technology that is used for online banking and online credit card applications. As a result, data is encrypted twice. It is encrypted at all times using the 256-bit AES encryption, and it is encrypted again while it is being sent over the Internet, to and from the Intronis servers.

Further, all user data is sent to and stored in two redundant secure data centers, located hundreds of miles apart from each other (Northern New Jersey and Toronto, Ontario, Canada). Each data center has 24/7 onsite monitoring, advanced security technology such as biometric access controls, backup generators and redundant connections to the Internet.

### ***eSureIT Logging and Archiving***

Each file that is backed up or restored, as well as additional information and statistics about backups is recorded in a log within the eSureIT software. This log, which can easily be searched, allows the user to verify that files were successfully backed up and

help troubleshoot any issues that may be occurring. The user also has the option of receiving an automated email notification at the conclusion of each successful backup. Information about recent backups and total storage usage and also be viewed via the Internet, by logging on to the user's account at [www.intronis.com](http://www.intronis.com). For further HIPAA compliance, CDs and DVDs of data are available for additional archiving.

***Backing Up and Restoring with eSureIT***

Backups and restores are automated, eliminating the need for manual data handling. Backups will begin automatically according to each backup set's backup schedule as long as the computer is on and functioning (and not in sleep or powersave mode). Backups can also be initiated by the user at any time. Because backups run in the background of the system, they have little or no impact on the computer's performance or Internet connectivity.

Restoring files can be done in just a few clicks of the mouse. Using the eSureIT software, the user simply clicks on the individual files or folders or revisions that he or she wants to retrieve. The file or files will then be downloaded to the user's computer, decrypted, uncompressed and then restored to their original location or another specified location on the user's system. A password is required to restore any files, preventing unauthorized restores, as per the HIPAA Security Rule.

In the event of a complete system failure, a full recovery of the user's backed up data can be initiated in minutes. This recovery can be done on any Windows based computer, and not just the computer from which the files were originally backed up. The user will download and reinstall the eSureIT software, enter his or her username and password, load or type the encryption key. Once the software installation is completed, two clicks of the mouse will restore the file catalogue (the list of all of the files backed up) which will then give the user the ability to restore any and all files backed up.

**For more information about eSureIT, please visit our website or contact us at:**

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Please note that nothing in this White Paper is intended to constitute legal advice. For more information about HIPAA and compliance with HIPAA requirements please consult your legal counsel.

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