

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is designed to provide a more efficient and effective health care system within the United States. The goal is to encourage the adoption of electronic data exchange of patient information, as well as comply with a standardized patient record format. Although there is no certificate needed to be HIPAA compliant, the Act requires organizations to practice and adhere to the Privacy Rule and other requirements outlined.

When using a call recording solution, the Privacy Rule "Protected Health Information (PHI)" becomes an important factor in your decision making process. The Versadial Call Recording System follows the HIPAA guidelines and maintains your compliance for this particular rule.

- **Password and User Access Levels**
  - Password Adherence: Versadial software forces users to create complex passwords to maintain security protocols.
  - Customizable User Based Permissions: Only authorized personnel will have access to call records or specific parts of the recorder.
  - Users are automatically logged out after 15 minutes of inactivity.
- **Encrypt Data**
  - All recordings on the server are encrypted with a 256 bit encryption.
- **Data Integrity**
  - Data must not be tampered with or contain errors from its original state.
  - Checksum functionality: If data is altered, the software notifies the end-user the data has been tampered with or is corrupt.
- **Data Archiving**
  - Data is archived and backed up to ensure redundancy.
  - Archiving can be set to automatic or manual.
- **Secure Connections For Communication**
  - Data can be accessed and transferred via Secure Socket Layers.
  - This particular function will require an SSL and your network administrator to assist with configuration.
- **Traceability**
  - VSLogger logs detailed records of account access, recordings access, and any alterations.
  - Tracking of data usage and access can be traced during forensic audits.
- **PCI Compliance**
  - A supplemental rule, but one that can be very important, is to maintain PCI compliance when recording patients payment information.
  - For more details in regards to how Versadial handles PCI compliance please refer to our PCI Compliance document.

