



## Answers to Patients Privacy Concerns

*This is an extra resource to go along with the original article:*

[How concerned are patients about privacy?](#)

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Patient privacy is more of an issue (and a concern for patients) than ever before. Closely adhering to HIPAA regulations and adding additional security measures, especially for digital properties, will help keep your practice's platforms safe. However, patients will always have questions surrounding data security. If you're doing everything right then you should be able to answer the following common questions with these corresponding answers:

1. How can I be sure that my personal information is being kept secure within your practice?

*Ideal answer:* You can rest assured that we go above and beyond industry regulations to take every measure possible to protect your data.

2. How can I trust that your staff is being cautious about patient privacy?

*Ideal answer:* All new employees receive comprehensive HIPAA training upon hiring, and existing employees undergo a refresher course every quarter.

3. How do I know that you won't share my information with someone else?

*Ideal answer:* All patient information is only shared with your other practitioners within our secure network, or those who you have previously approved. We would never release any personal medical information to anyone unauthorized or over an insecure network.

4. Your office sometimes communicates with me over email, how can I be sure those won't be hacked?

*Ideal answer:* Again, all of our networks are secure and our email accounts are protected against unverified users. Even if someone were able to gain access into our email system, we thoroughly encrypt our emails so no personal data can be retrieved.

5. I've noticed that your office uses mobile devices (iPads, etc.)—what about those?

*Ideal answer:* We always engage the proper security setting on devices, use password protection, and have enabled remote lock in the rare possibility that a device is stolen or misplaced.

6. But how about the electronic health records and electronic intake forms you use?

*Ideal answer:* All of our systems that host your EHR are completely secure and password protected. Only those who are authorized are allowed to access your information, and only after a multi-authentication process. For intake forms, we partner with a 100% HIPAA-compliant digital partner—IntakeQ—that takes extensive measures to keep data safe.