



## Healthcare Website Safety and Privacy Checklist

*This is an extra resource to go along with the original article:*  
[5 signs that your healthcare website is being hacked \(and what to do about it\)](#)

---

While it's never guaranteed that your healthcare website will be hacker-proof, there are certain measures you can take to remain vigilant and prevent cyber attacks before they happen. Here is a checklist of important website safety items and actions.

### Behavior Checklist

- Follow safe password practices by using complex passwords, changing passwords regularly (every 6 months at minimum) and keeping passwords secure
- Never give out password information to personnel that don't absolutely need it
- Never send or store passwords via email
- Only sign into your account when you are 100% certain you are on your admin site. If the site's design has been updated, verify changes with the hosting service before logging in.
- Be careful when downloading email attachments or files from unknown or untrusted sources Keep patients or third-parties away from clinic computers
- If applications connected to your website changes their site, verify changes (hackers often pose as vendors)
- If patients or vendors update their billing information, make sure to verify changes
- Educate staff on the risks of clicking on links in emails and sharing information online
- Don't allow staff to download or install new software without permission

### Computer Software Checklist

- Keep your computer operating system software up to date
- Install firewalls software and run it on your browser every time you log into your website
- Install anti-virus software and anti-spyware software on every computer in the practice
- Install a firewall on your personal computer or practice's internal network, especially if you access the website from a personal computer when in or out of the office
- Secure your WiFi networks and notify the WiFi network of suspicious activity or problems connecting to your Internet

### Security Red Flags

- Be cautious if you notice:
- Slow or sluggish computer or Internet performance
- Computers taking an abnormally long time to start up
- Your login page or browser homepage has changed
- New icons and shortcuts appear on your screen or desktop

# IntakeQ

- Advertisement windows appear and are difficult to close