

# Secure Messaging

## Protect ePHI with HIPAA-compliant Staff-to-Patient and Staff-to-Staff Messaging

### Situation

Many home health staff members use texting to quickly communicate and collaborate with their colleagues and patients. However, an agency places itself and its patients at risk when sending ePHI via unencrypted text messaging. Home health organizations must be compliant and mitigate risk when communicating PHI.

### Solution

With Synzi, your home health agency can protect itself from HIPAA violations by using our platform's secure messaging function to secure ePHI and improve workflows. Your staff can easily and securely communicate and collaborate across your organization, with your patients and their family caregivers, and with other care team members. Synzi enables your staff and patients to use secure messaging from personal or corporate-owned devices.



### Secured Communications

Enables your home health staff and patients to communicate securely when sharing ePHI. Also features Click-to-chat which enables patient-clinician communications without requiring the patient to download an application



### Enhanced Productivity

Improves workflows by eliminating phone and email tag when communicating with colleagues and/or patients.



### Expanded Access

Lets staff switch to a secure messaging mode with expanded functionality such as defined care teams, agency-wide groups, persistent alerting, etc.



### Coordinated Care

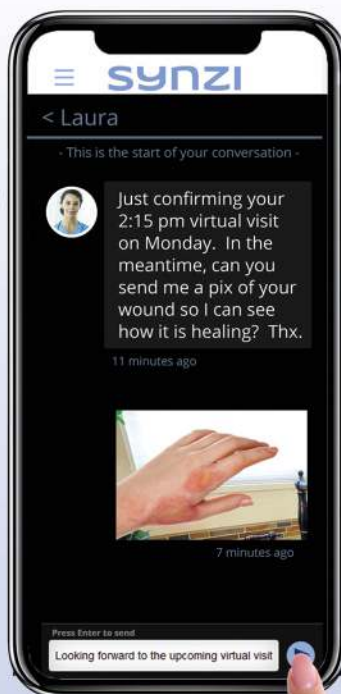
Allows your staff to easily and securely share wound photos and other patient information across care teams and facilities.

## Synzi Enhances Patient and Staff Engagement, Safely and Securely.

### Securely Engage Staff and Patients

Your organization is able to work safely and securely by using Synzi for secure messaging. Traditional texting may not meet security or compliance requirements set forth under HIPAA. With Synzi, your staff and patients can message in an encrypted, HIPAA-compliant environment. The Synzi platform operates in a HITRUST certified environment, ensuring the security of our technology today while future-proofing our solution to meet growing customer needs.

The HIPAA Journal indicates that the fine for a single breach of HIPAA can be anything up to \$50,000 per day the vulnerability responsible for the breach is not attended to. Healthcare organizations that turn a blind eye to texting in violation of HIPAA can also face civil charges from the patients whose data has been exposed if the breach results in identity theft or other fraud.



With secure messaging, your agency, your patients and their caregivers, and the broader care team can stay connected on one integrated platform which works on smartphones, tablets, and PCs, across any level of cellular or Wi-Fi connectivity.

Our exclusive focus on healthcare, along with our commitment to meeting the industry's stringent regulations, truly sets Synzi apart from other solutions. Your communications and connections with colleagues and patients are protected when using Synzi.

### Secures PHI

- Provides end-to-end message encryption
- Operates in a HITRUST certified environment

### Facilitates Collaboration

- Enables administrator to create a care team for the patient
- Allows users to quickly share patient information with the care team
- Enables sender to see who read the message and when it was read

Better technology.  
Better care.  
Better outcomes.

Synzi's integrated platform also includes video functionality for virtual consults and virtual visits. As needed, your staff member can quickly facilitate a video call with the patient and additional participants (e.g., a family caregiver, a specialist, etc.) to put "eyes on the patient" in real-time.

### Penalties for Texting in Violation of HIPAA

Penalties are per violation / per year	Min	Max
Did not know	\$100	\$50,000
Reasonable Cause	\$1,000	\$50,000
Willful Neglect - Corrected	\$10,000	\$50,000
Willful Neglect - Not Corrected	\$50,000	\$1,500,000

Technology is advancing, impacting the way we live and presenting new opportunities to improve the delivery of healthcare. Synzi leverages these innovations every day, developing state-of-the-art solutions that make it possible for healthcare professionals to do what they do, only better. We enable better performance for healthcare organizations, better access for patients, and better outcomes for all. Our goal is to continuously improve our platform and future-proof offerings that simplify complexity and inspire positive change among healthcare professionals and in the lives of patients.