User Guide

This in-depth guide is intended to assist Users in navigating the various features of Medcurity from registering as a new customer through completion of the Security Risk Analysis, updating the Worklist, customization of Policies & Procedures, and management of Business Associate Agreements.

Contents

Navigation and Setup

Dashboard

From the Medcurity dashboard you can access your Security Risk Analysis (SRA), Policies and Procedures (P+P), and Business Associate Agreements (BAA).

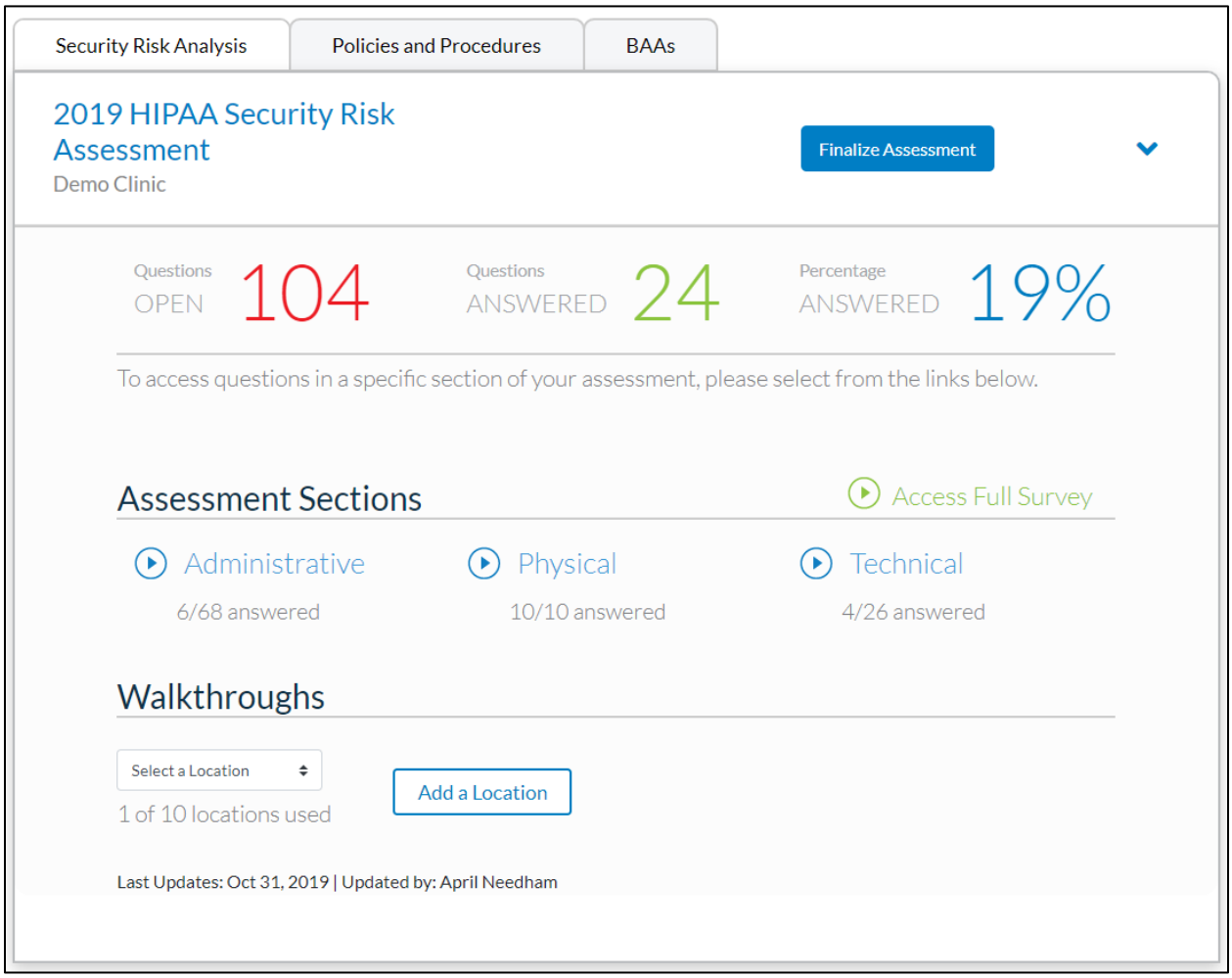
To access the Dashboard:

1. Login to your Medcurity account
2. Click the menu icon in the upper right-hand corner
3. Select Dashboard

Welcome to the Dashboard

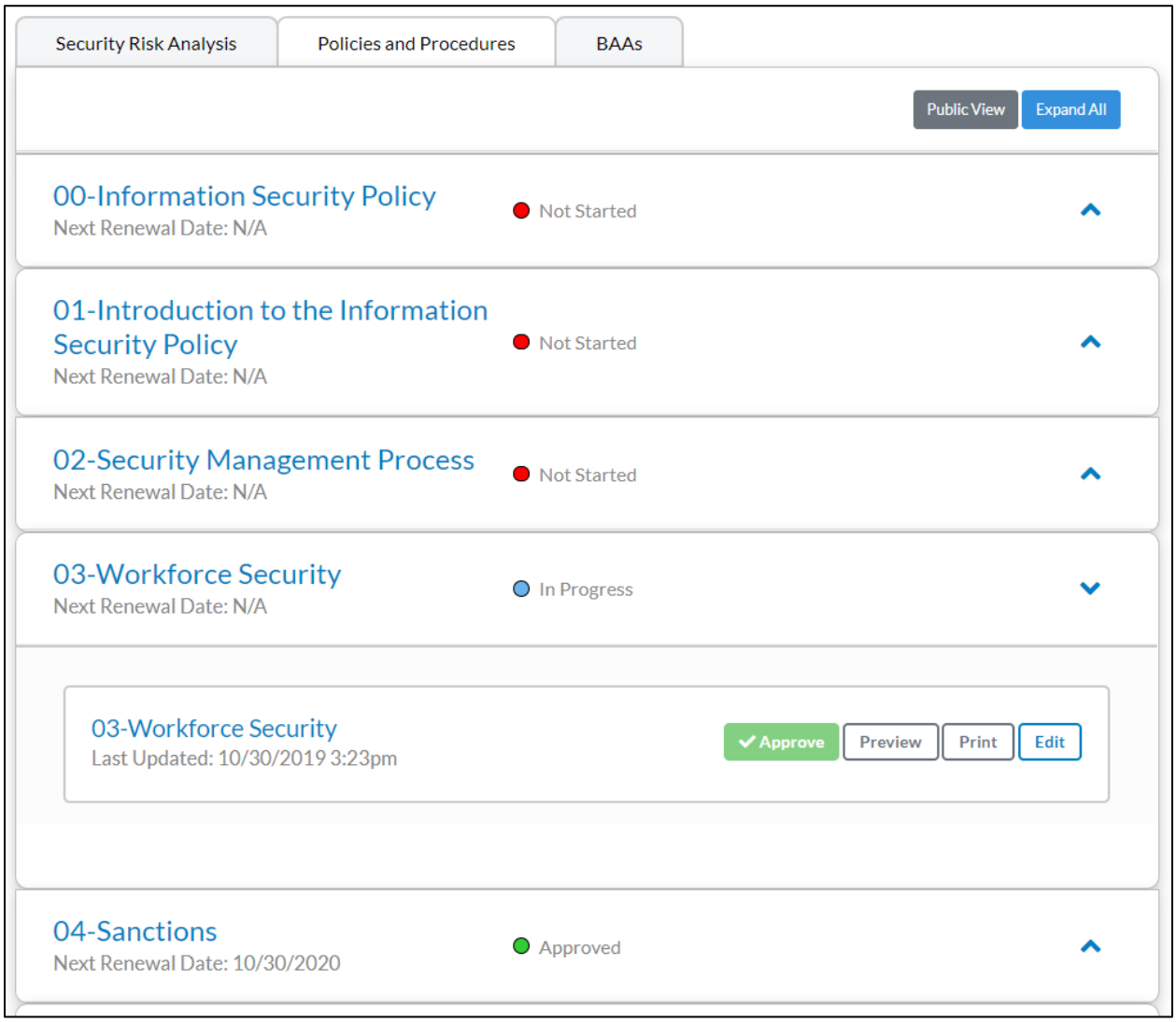
Navigate between tabs to access any of the three tools. From each tab, you can edit, view, or print the documents.

On the **Security Risk Analysis** tab, you will see the status of your current SRA. If you have past SRAs they will appear on the Security Risk Analysis tab listed by year, under your most current SRA.



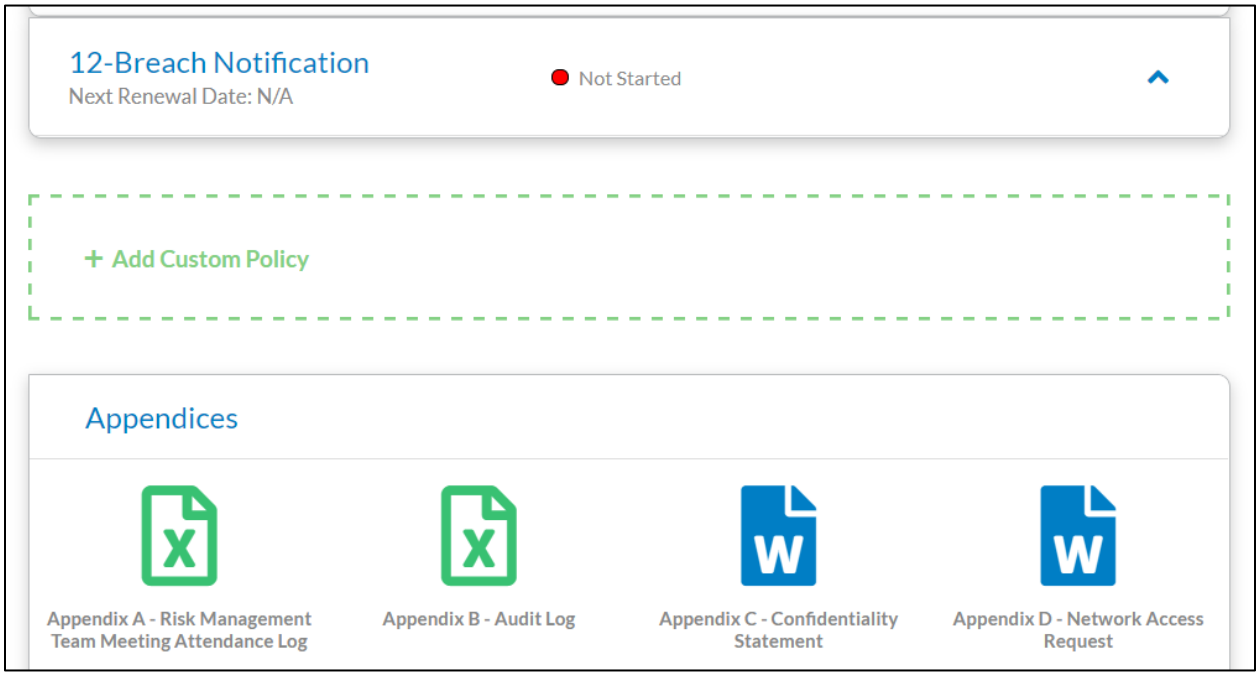
On the **Policies and Procedures** tab, you will see the status of each policy and procedure. To preview, edit, print, or approve, click on the appropriate policy and procedure to expand the list of options.

Once policies and procedures have been approved, they will appear on a website where your workforce members can view them. To see this view, click the Public View button in the upper right-hand corner.



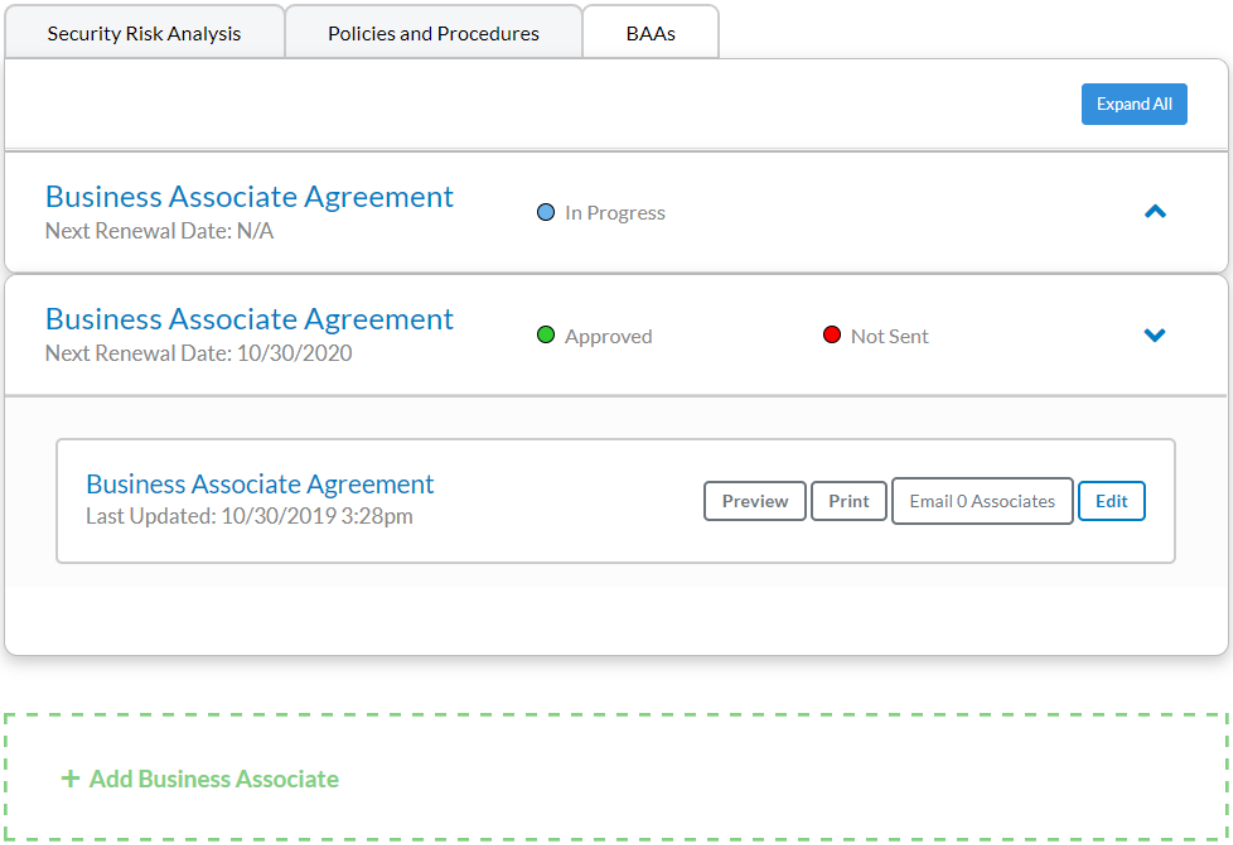
At the bottom of the Policies and Procedures screen, you'll find the option to Add a Custom Policy. Selecting this option enables you to upload your own policy or customize a Medcurity policy.

Below the Custom Policy option, you can see the library of Appendices that accompany the Policies and Procedures. Click on any Appendix to view, edit, or save the file.



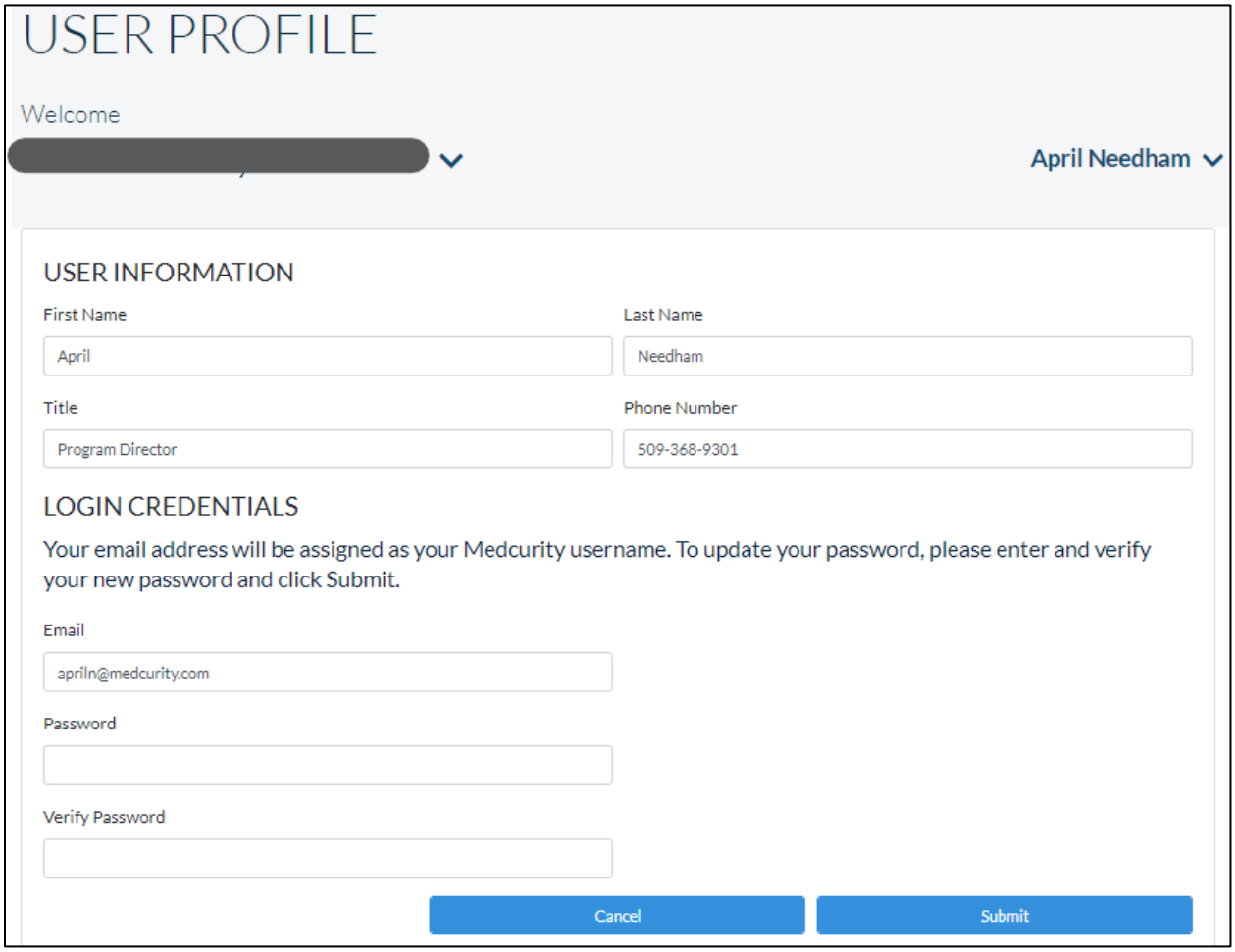
On the **BAAs** tab, you will see the status of each Business Associate Agreement (BAA). To preview, edit, print, or approve, click on the appropriate BAA to expand the list of options.

At the bottom of the BAAs screen, you'll find the option to Add Business Associate. Selecting this option enables you to upload your own BAA or customize a Medcurity BAA.



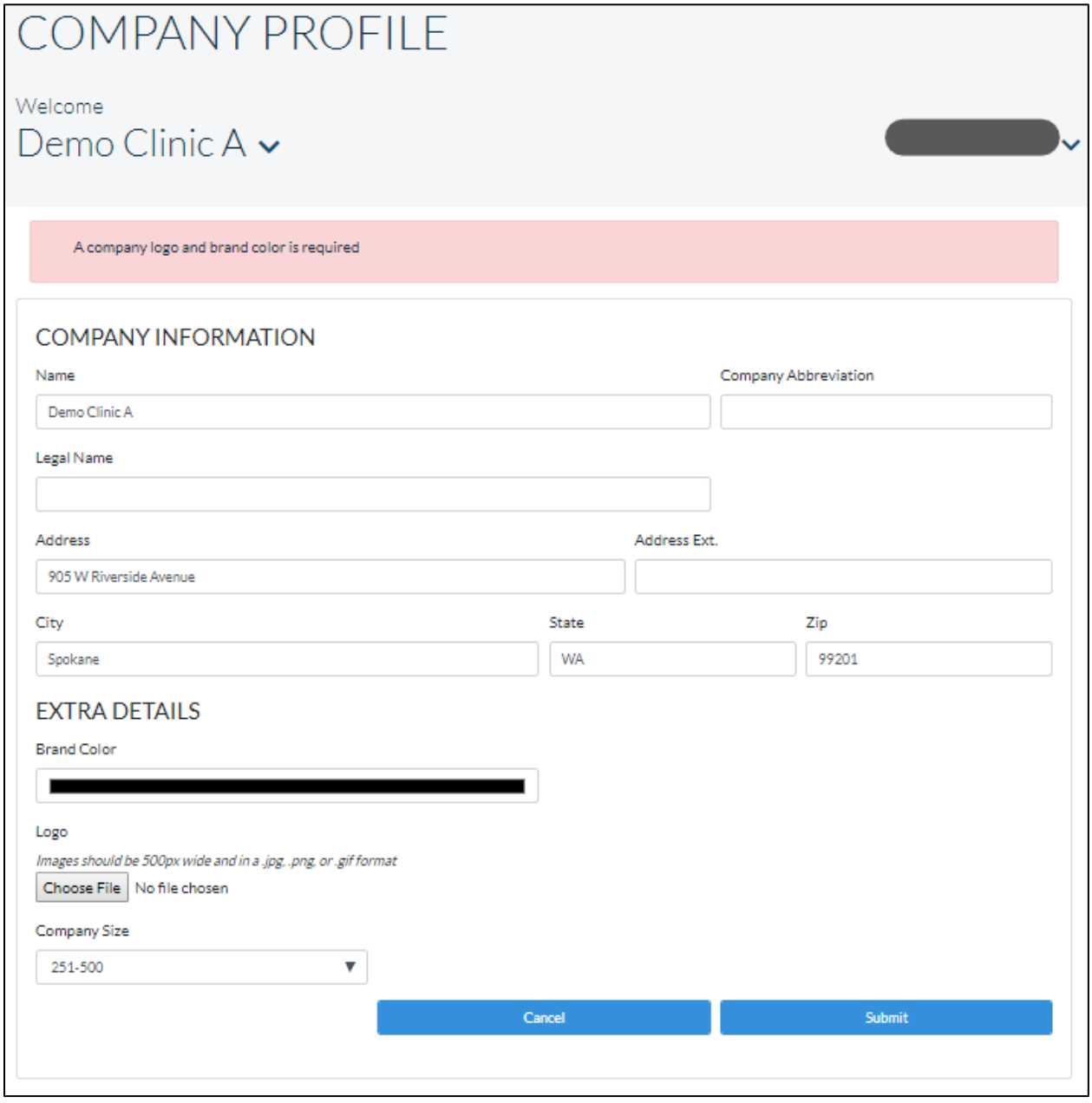
User Profile

When you click on User Profile you can update your name, job title, email, phone number, and password.

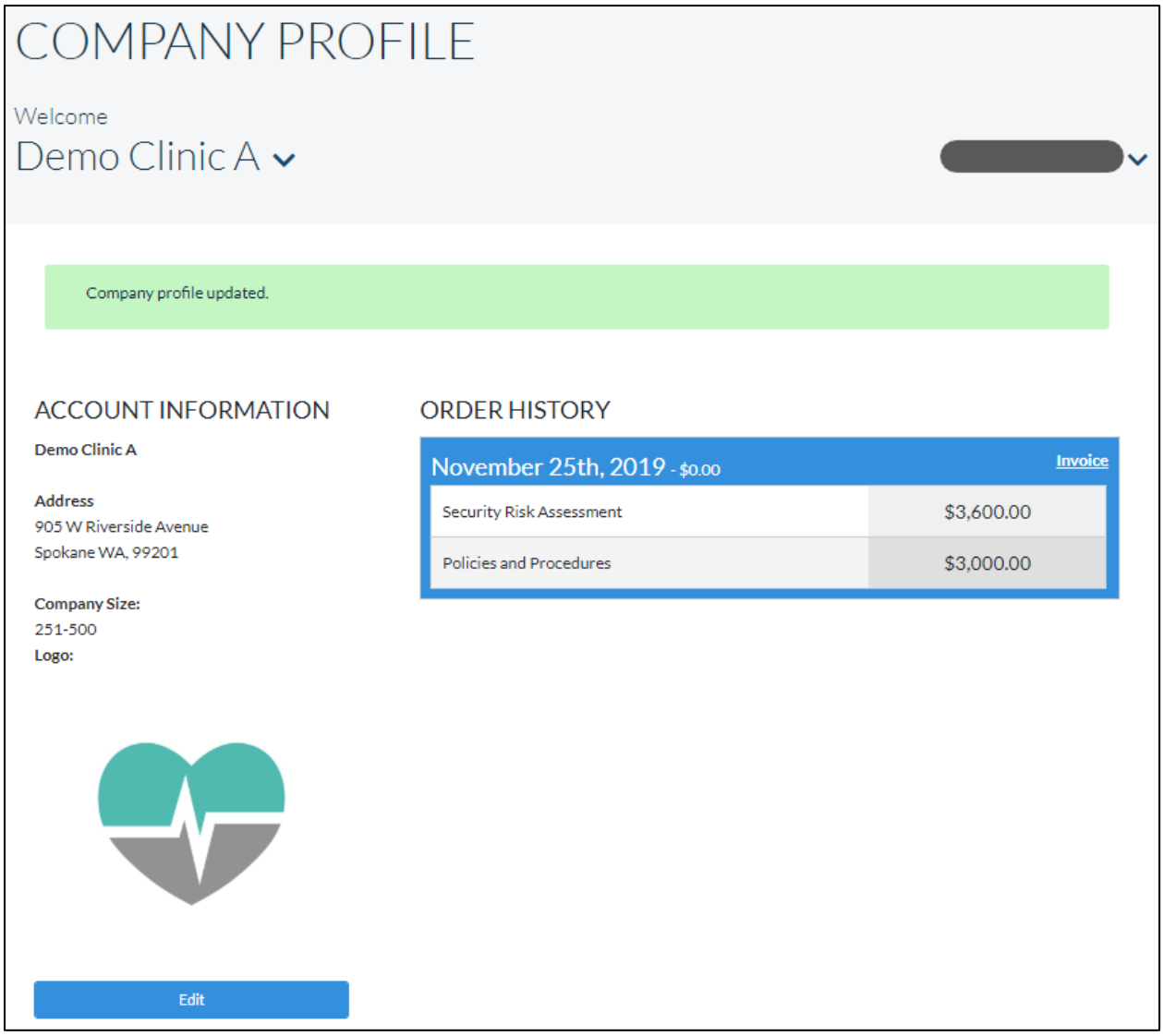


Company Profile

When you access the Dashboard for the first time, you will be prompted for additional information about the Company, a color to associate with your documents, and the company's logo. These will be incorporated in final SRA documents, Policies and Procedures, and BAAs.



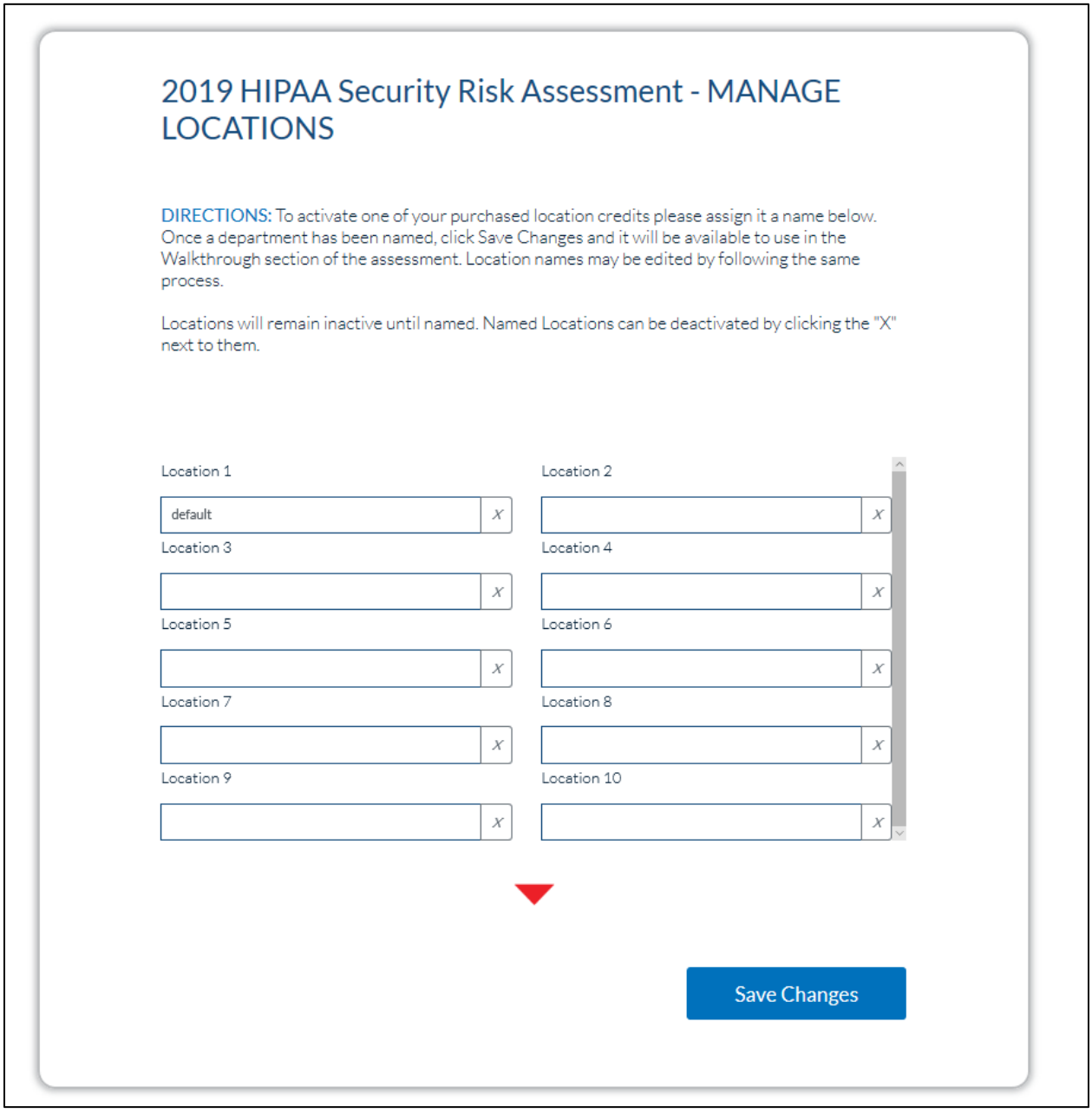
Once completed, the Company Profile page will also show Order History.



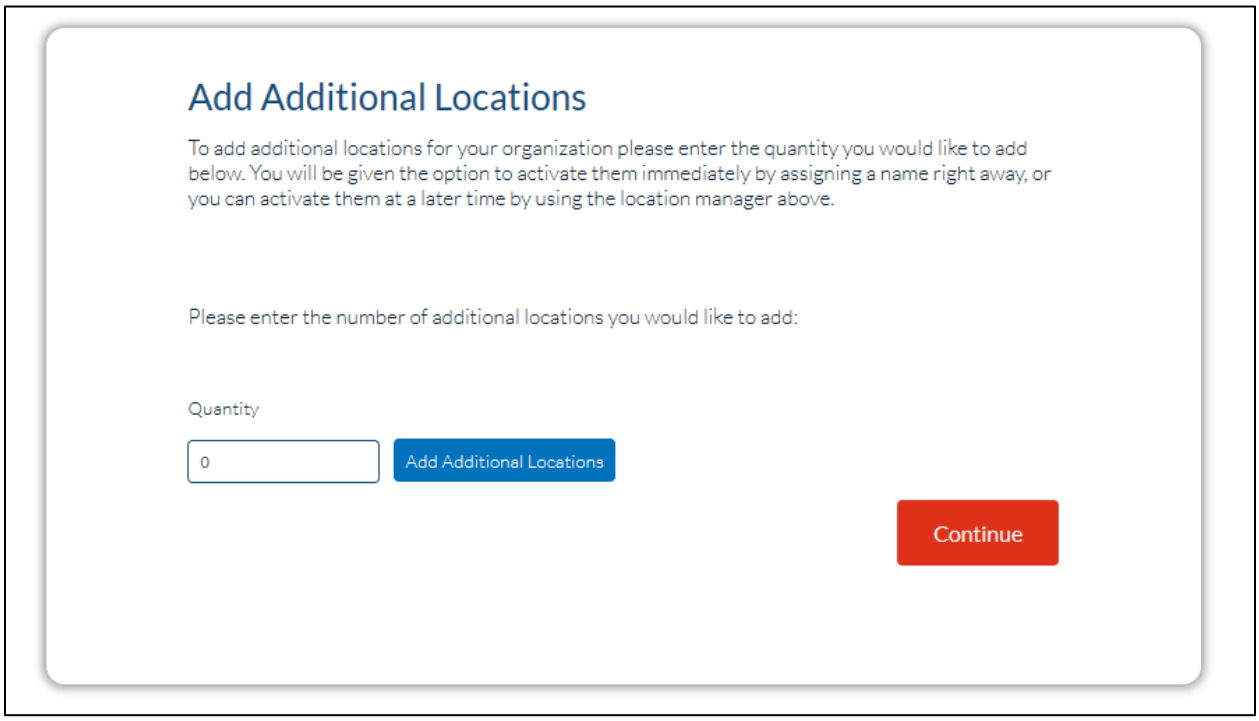
Manage Locations

Use the **Manage Locations** option when your company has more than one location requiring a walkthrough. Adding a location creates a separate set of walkthrough questions for each location.

Select **Manage Locations** from the menu in the upper right-hand corner. Add or remove locations as appropriate. To add, type the name of the location. To remove, click the X next to the location name. Once location information is complete, click **Save Changes**.



If you have more than ten locations, scroll down to the **Add Additional Locations** section and follow the instructions found there.

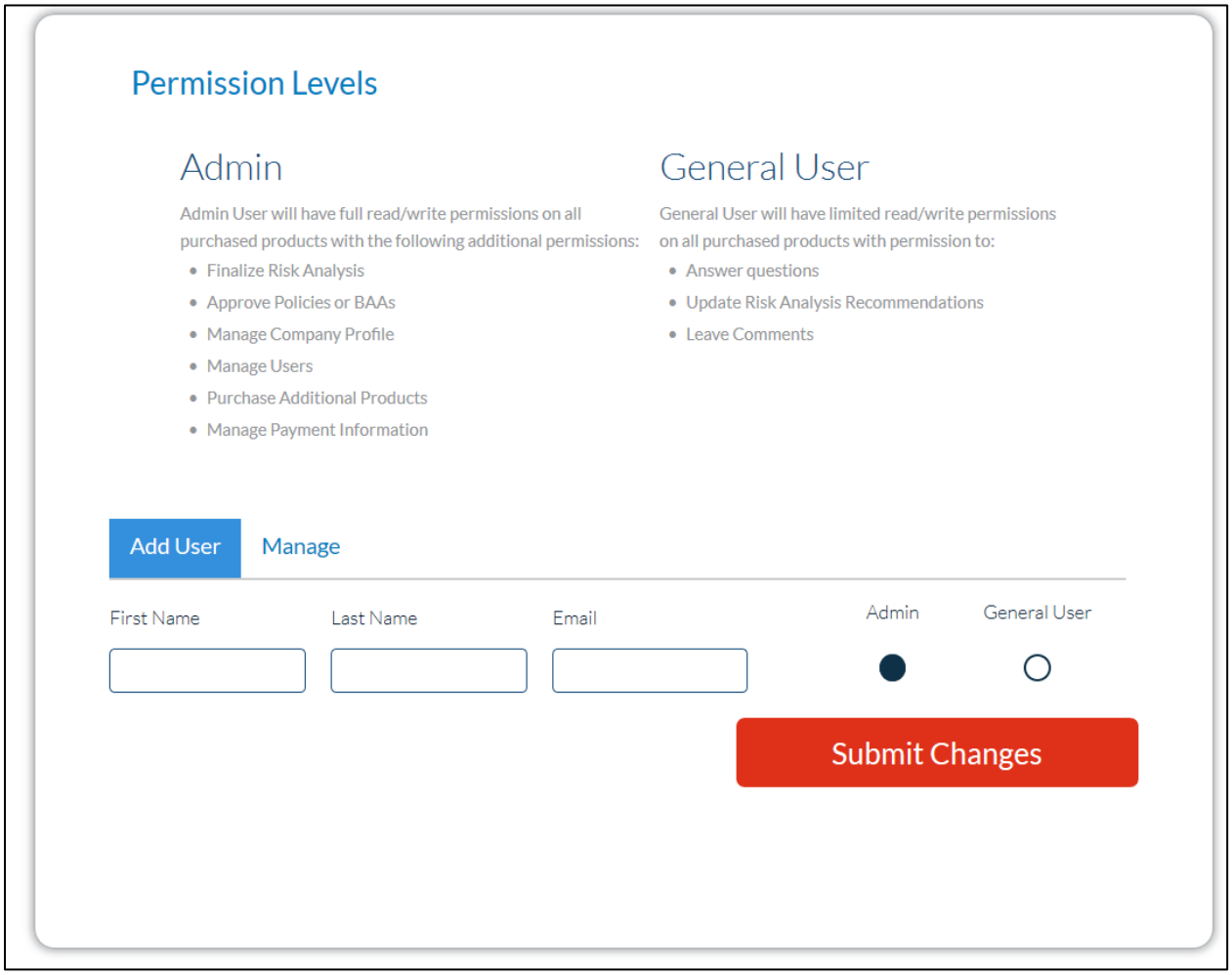


Manage Users

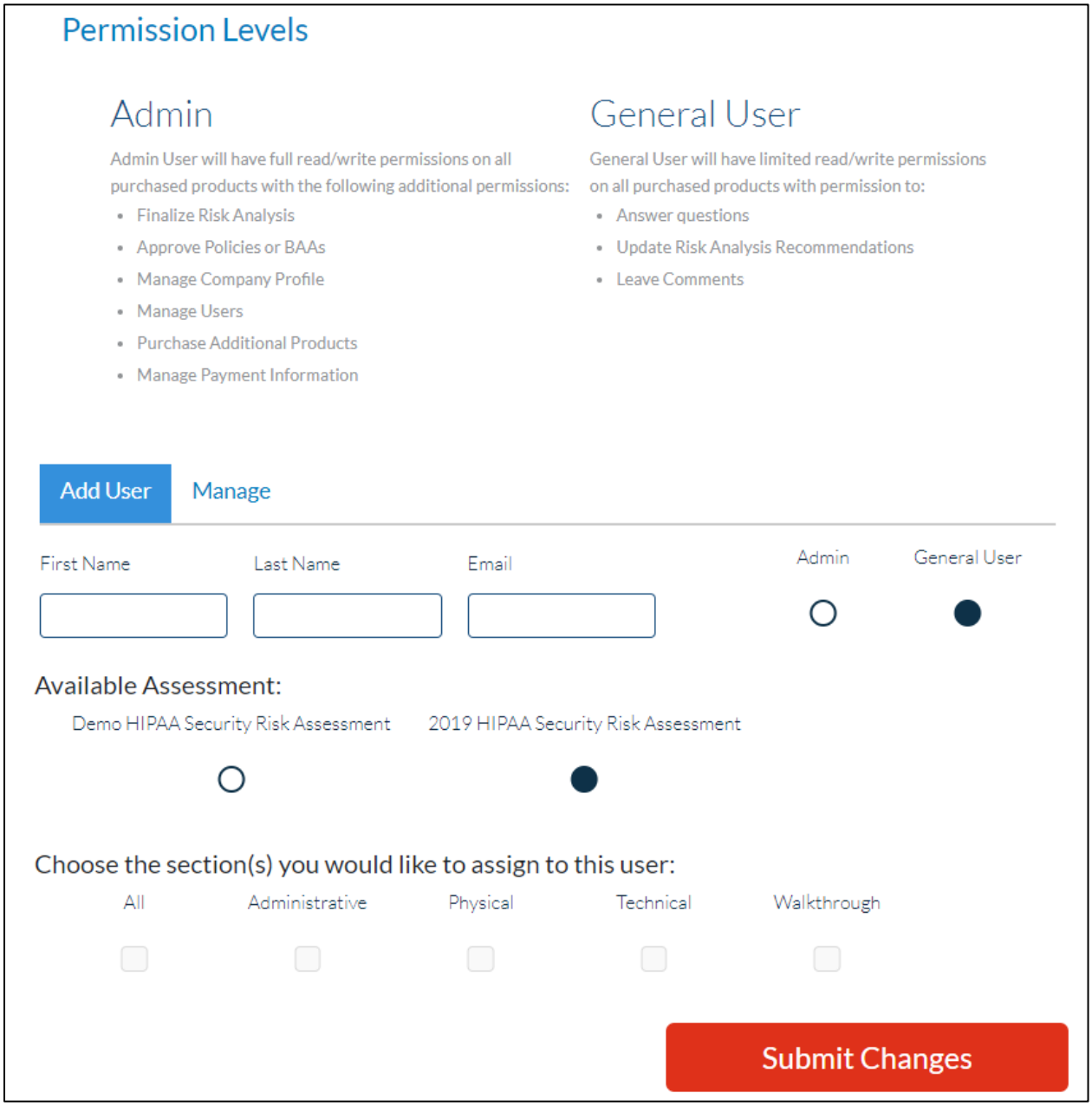
Once registration is completed, individual users will need to be set up and granted the appropriate level of access to the assessment.

Two levels of permission are available - Admin or General User.

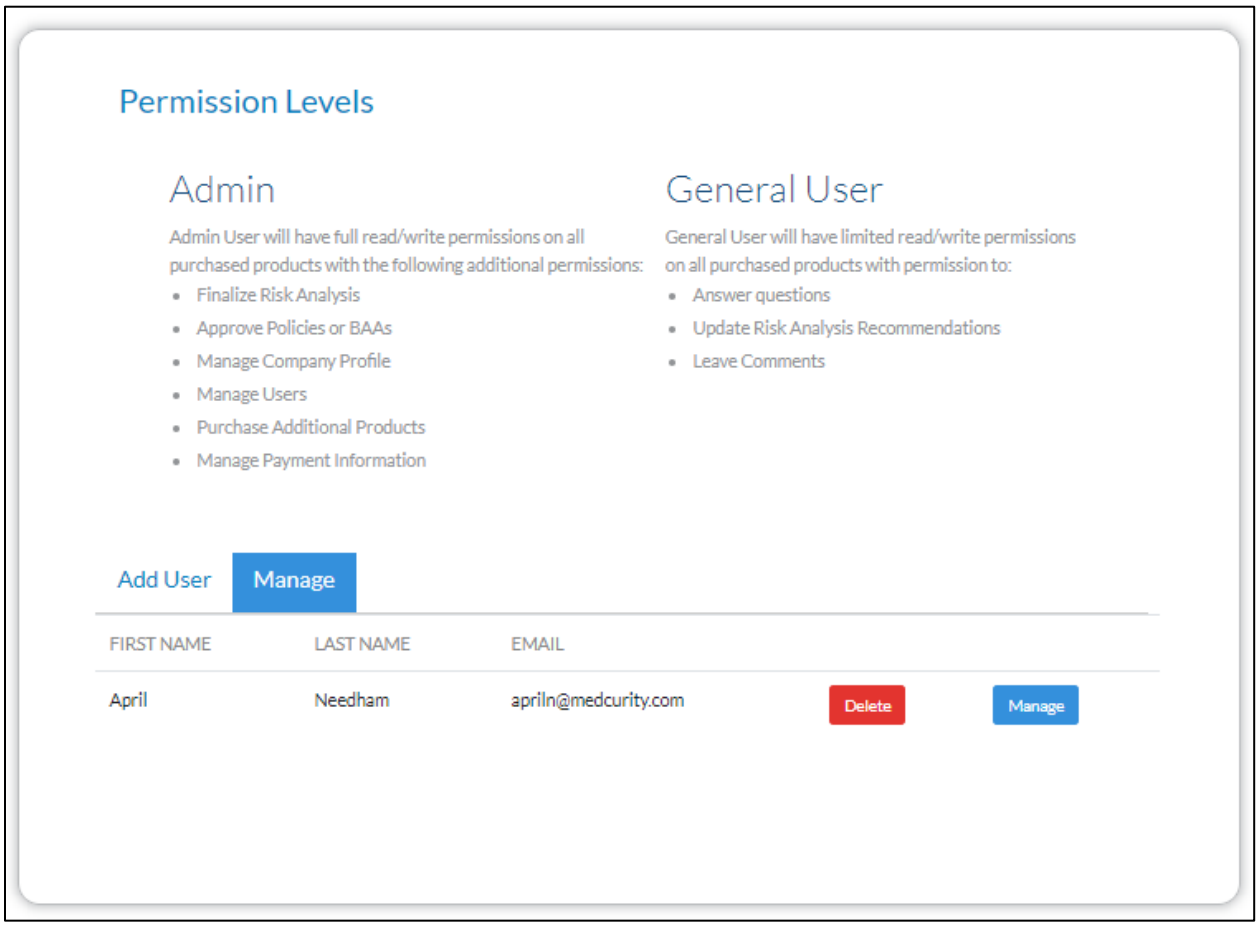
To add a user, select **Manage Users** from the menu in the upper right-hand corner. Enter the person's name and email and select Admin or General User.



When setting up permissions for a **General User**, you'll also need to select which assessment you are assigning them to as well as which sections of that assessment they should have access to. If granted access to a Walkthrough, you'll need to designate the proper locations.

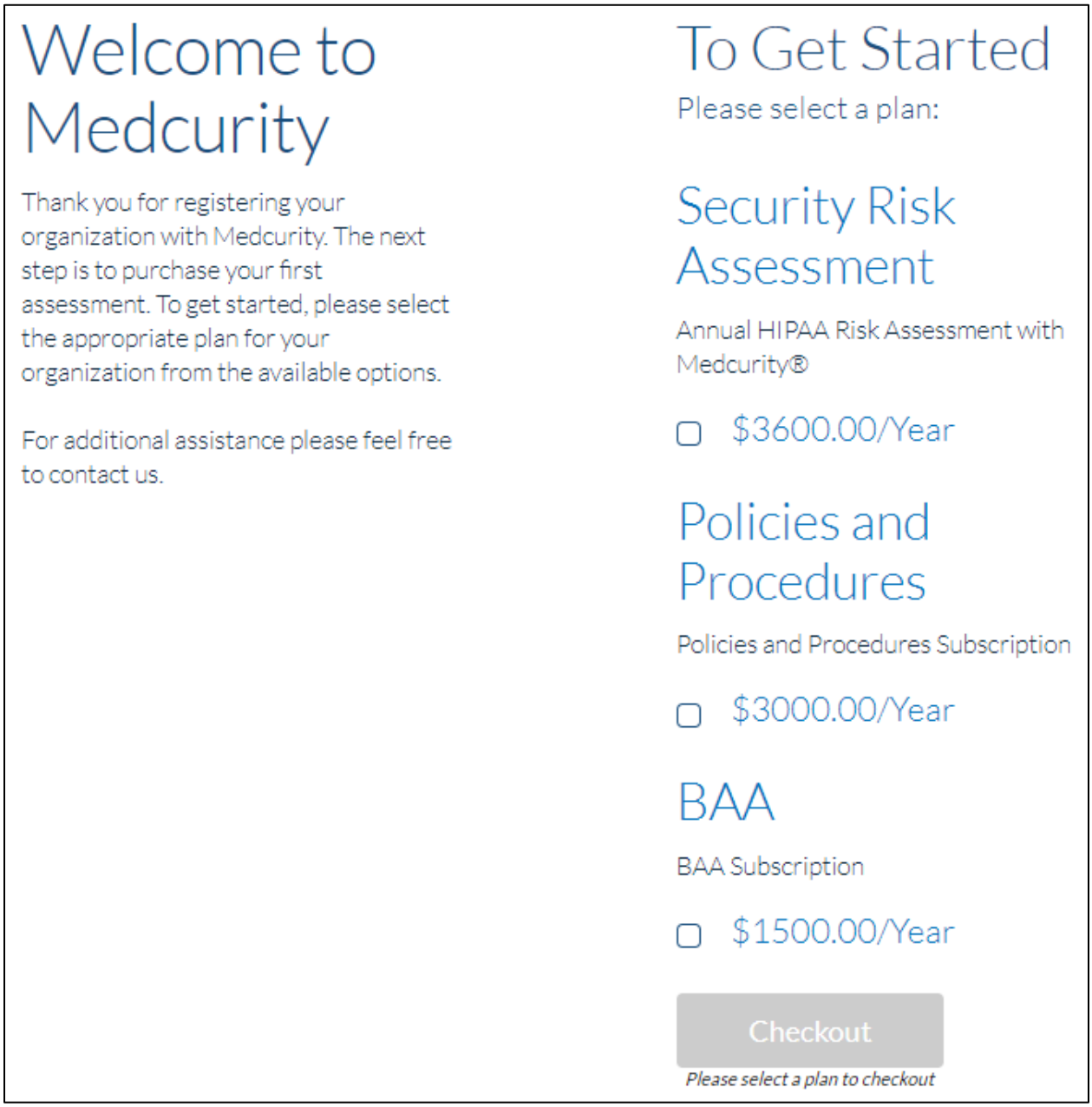


To make changes to a user's access, select the **Manage** tab. From here, you can edit the employee's name or email or delete them as a user, if necessary.



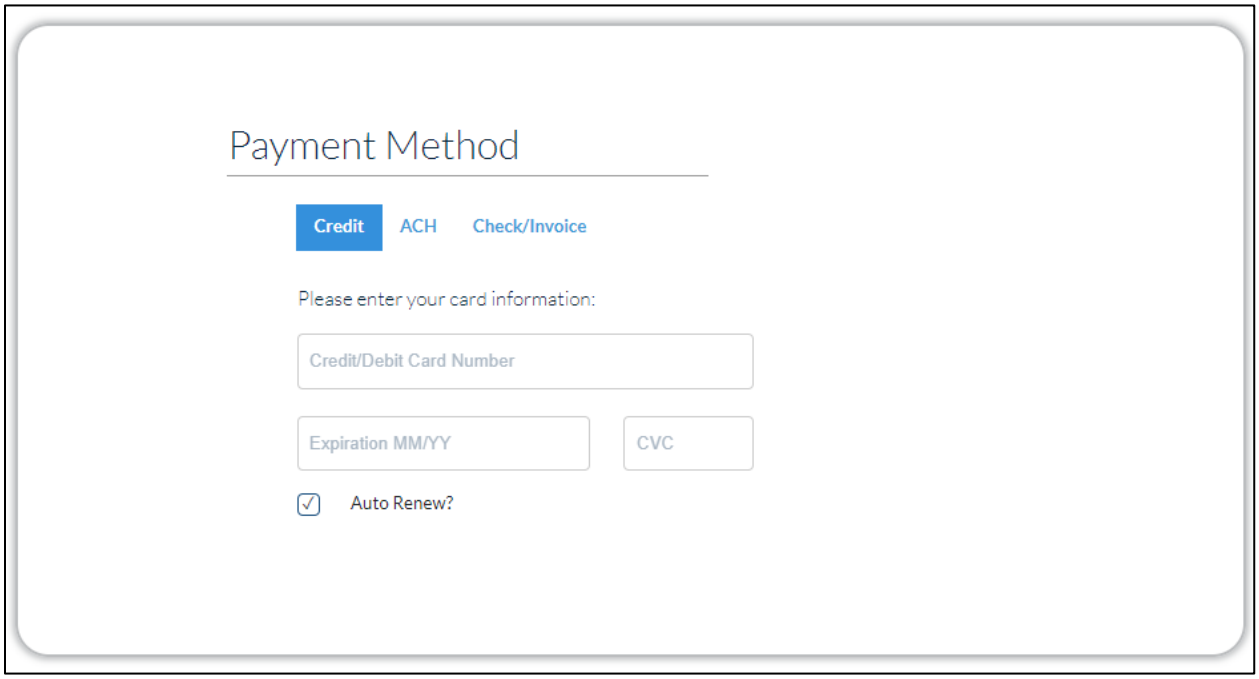
Purchase

Once you have purchased a plan, you can select the **Purchase** option from the Dashboard to add additional products to your account. For example, if you currently use only the SRA product and have decided to add more tools by incorporating Medcurity's Policies and Procedures into your organization, select **Policies and Procedures** and select **Checkout**. This will lead you to our payment options screen. Pricing will vary depending on the size of your Client's organization.

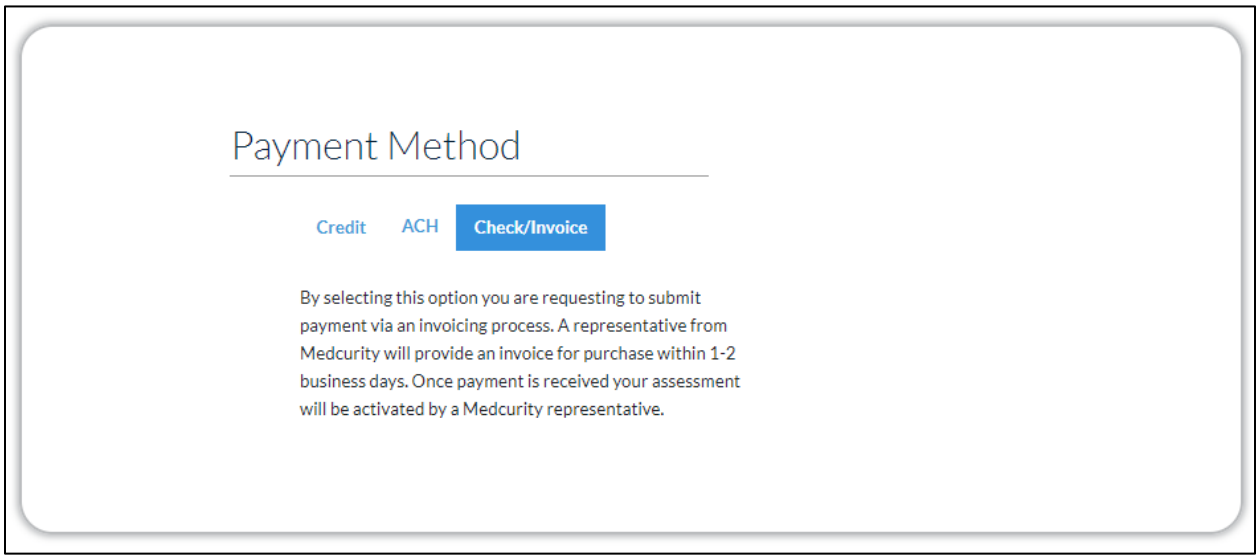


Make Payment

Select the **Payment Method**, enter your payment information then click **Submit.**



If paying by credit card, your access will be immediate. When paying by invoice, access will be granted after payment is received.



Utilizing the Tools

Complete the Security Risk Analysis

The Assessment has four parts – Administrative, Physical, Technical, and Walkthroughs.

Administrative Safeguards focus on the organization's policies, procedures, and security measures that protect Protected Health Information (PHI). The goal is to ensure patient data is correct and accessible to authorized parties.

Physical Safeguards focus on the physical access to PHI. They establish how devices store PHI and how they are protected to prevent physical theft and loss of devices.

Technical Safeguards focus on protecting electronic PHI and controlling access to it. These contain technology-related measures to guard your networks and devices from data breaches and unauthorized access.

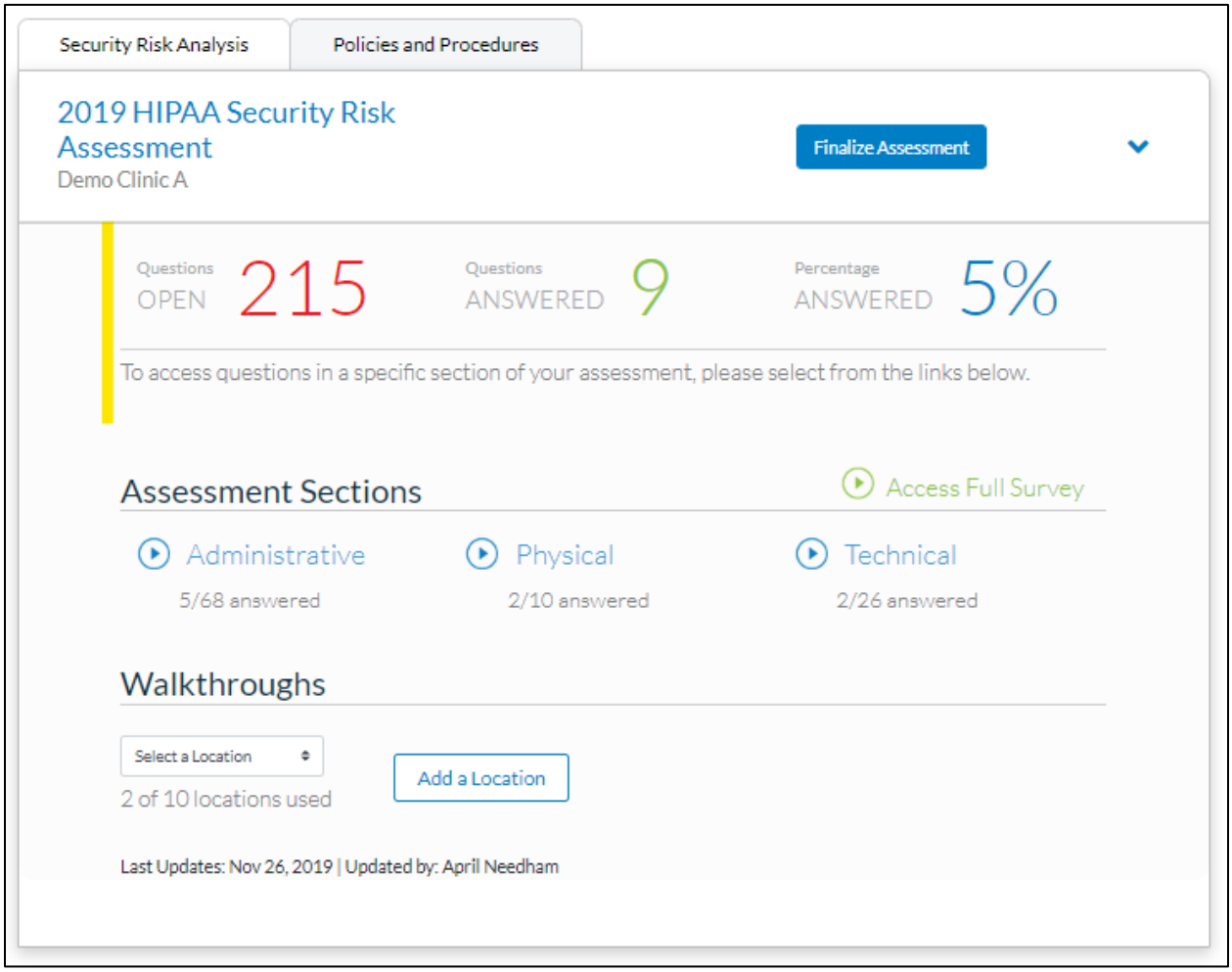
On-Site Walkthrough is the process designed to watch employees in action. This is accomplished by conducting a walkthrough using a checklist that helps you compare security requirements with actual employee practices. In the current version of Medcurity, we recommend you use the paper checklist provided on the last page of the guide and then transfer the answers to the tool. We recommend performing this once during business hours and once after business hours. Best practice is to not announce when these walkthroughs will be conducted in order to provide the most accurate measure of policy and procedure implementation in the field.
NOTE: "Yes" answers in this category indicate opportunities for improvement.

Dashboard

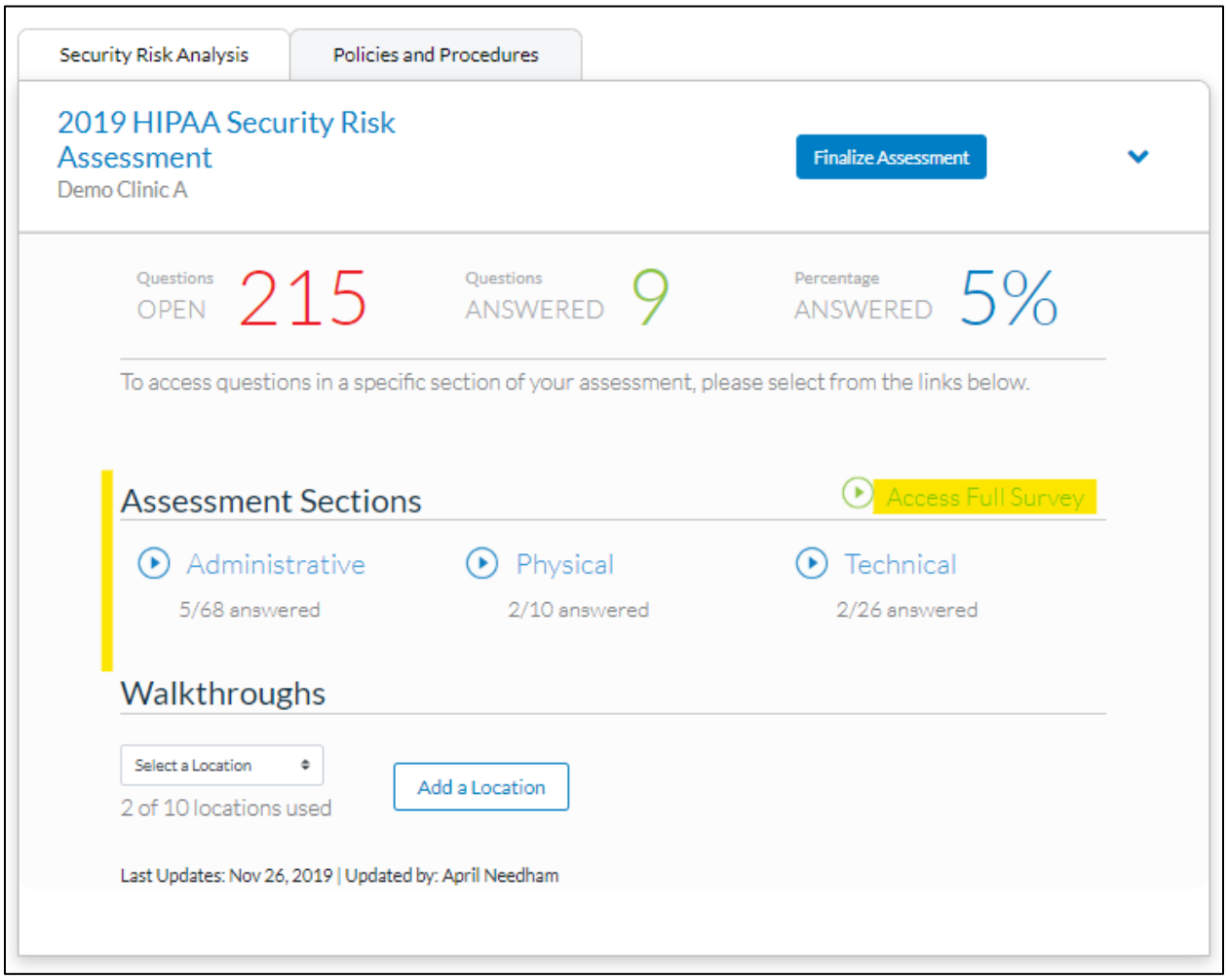
Access the **Dashboard** from the menu in the upper right-hand corner.

The Security Risk Analysis (SRA) tab is divided into three sections which provide a snapshot of your progress and links to the actual SRA and Walkthroughs.

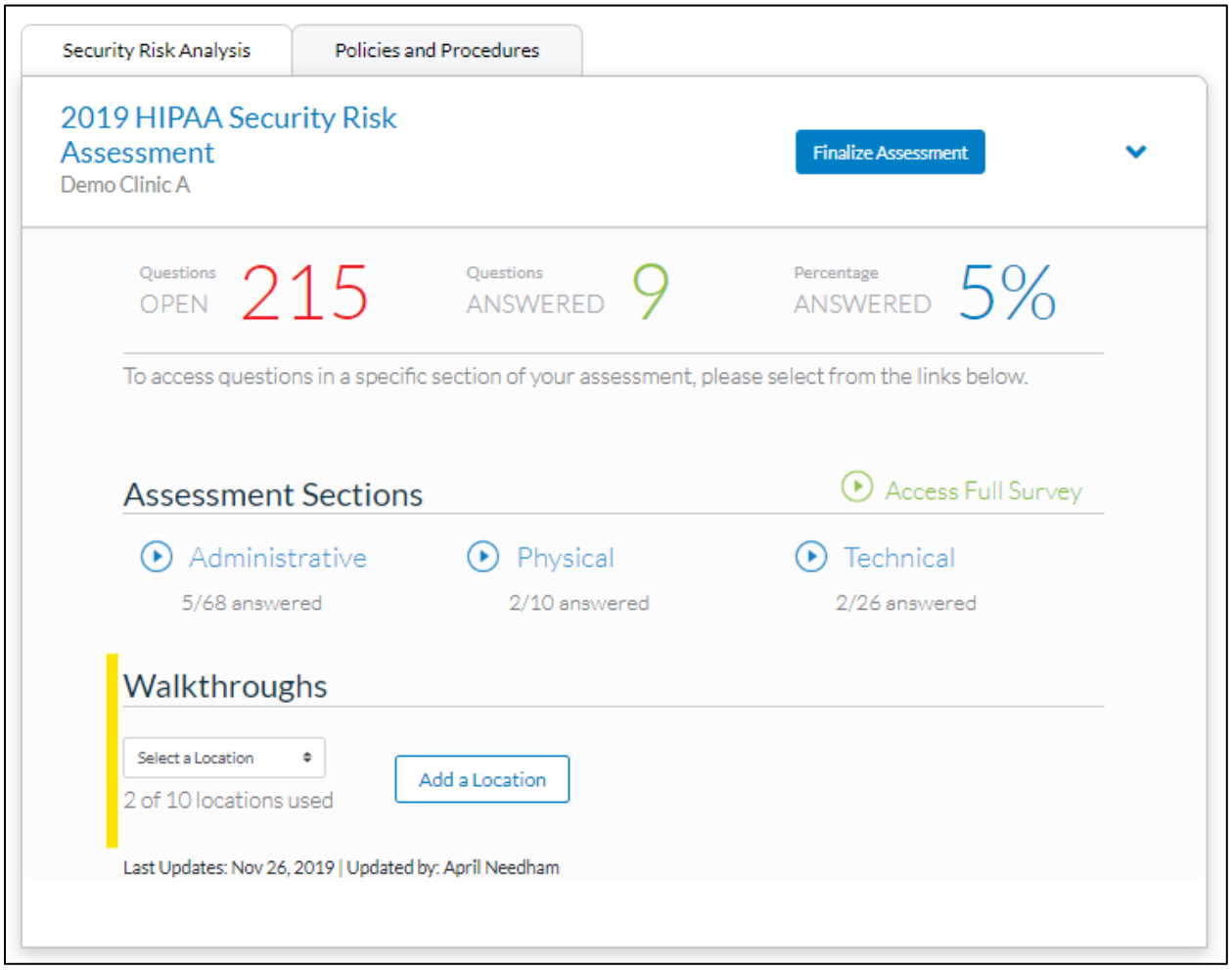
The first section provides an overview of the current SRA. You will see the total number of questions divided into two categories – Open and Closed. Open questions still need to be answered while Closed questions have been completed. Questions in either category can be edited until the assessment is finalized. The Percentage Answered illustrates how much of the SRA is complete.



In the second section, you will see links to the three sections of the SRA - Administrative, Physical, and Technical. If you would like to view your full assessment, click on the Access Full Survey link.



The last section the SRA is Walkthroughs. Here you will find the locations associated with your Medcurity account.



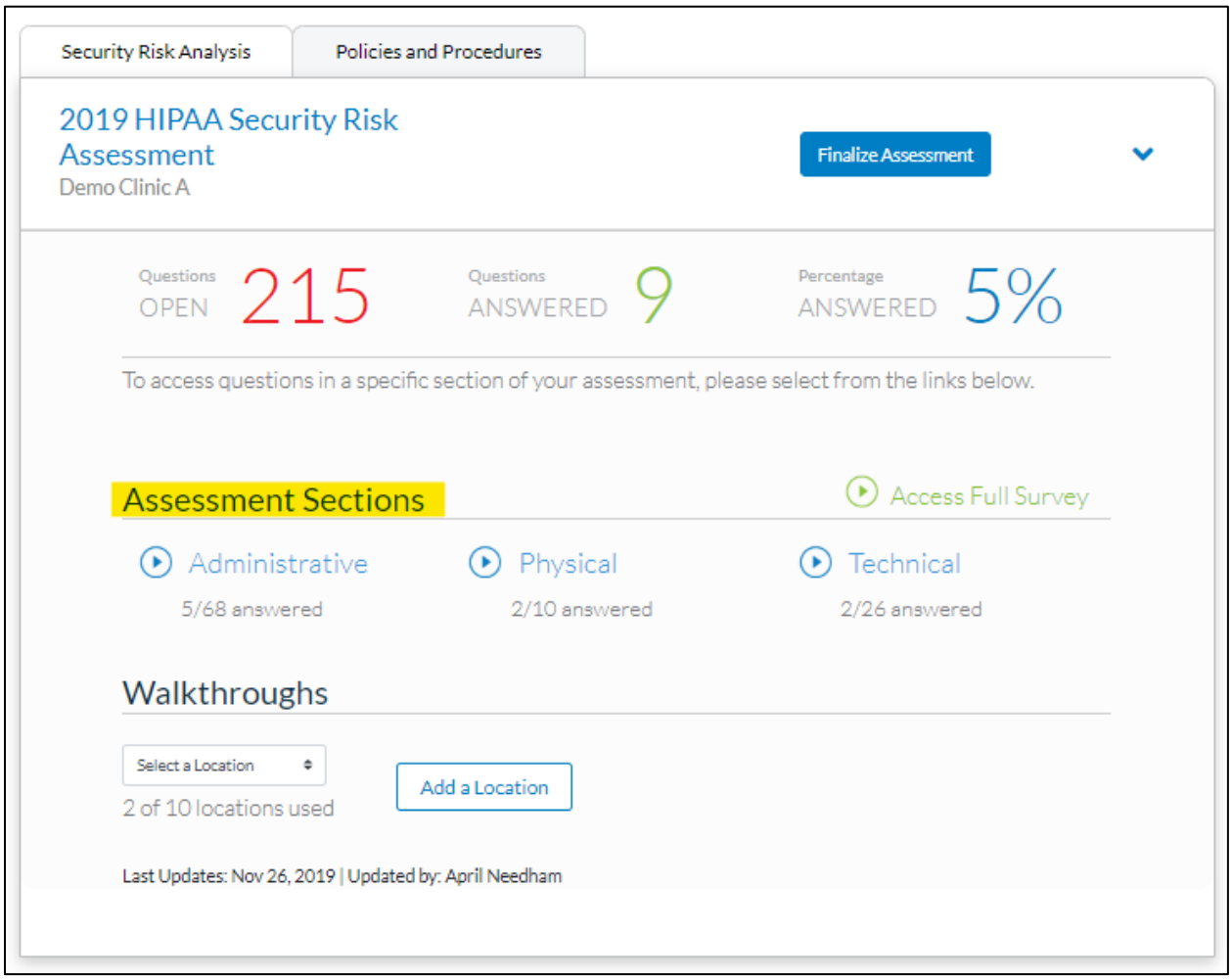
On the bottom of this screen, you will see when the SRA was last updated and by whom.

Assessment

Sections of the SRA can be completed in the order you choose. Once you click on **Administrative**, **Physical**, or **Technical**, you will be guided through questions pertaining to that part of your business. When all questions in a section have been completed, the tool will automatically move into the next section.

Sections of the SRA can be assigned to specific users. See instructions under Managing Users.

Decide which section of the SRA you'd like to begin and select it from the **Assessment Sections** on the Dashboard.



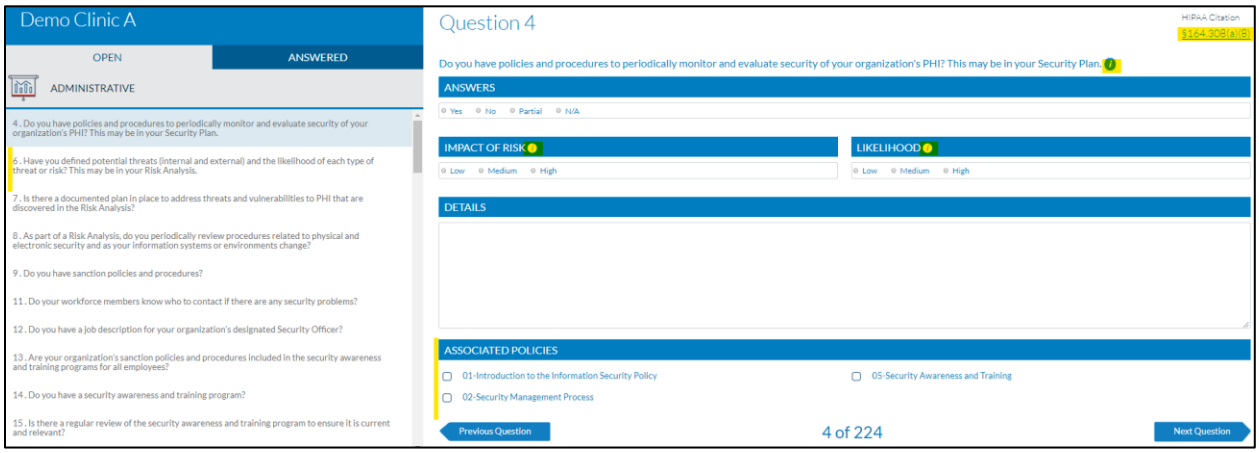
Questions will be listed on the **Open** tab or the **Answered** tab, depending on status. To navigate to the next question, select the question from the list on the left-hand side of the screen or select **Next Question** in the bottom right-hand corner.

You can also navigate between questions using hot keys:

- MAC
  - Command + P for Previous Question
  - Command + N for Next Question
- Windows
  - Shift + P for Previous Question
  - Shift + N for Previous Question

You can access definitions and explanations for each question by clicking on the blue circle at the end of the question or the white circle following **Impact of Risk** and **Likelihood**.

There is a link to the Code of Federal Regulations (CFR) in the upper right-hand corner underneath **HIPAA Citation**.



When completing questions, select the answer (Yes, No, Partial, or N/A) that best fits your company's current practices. Select the appropriate **Impact of Risk** and **Likelihood** then enter any comments or notes in the **Details** field.

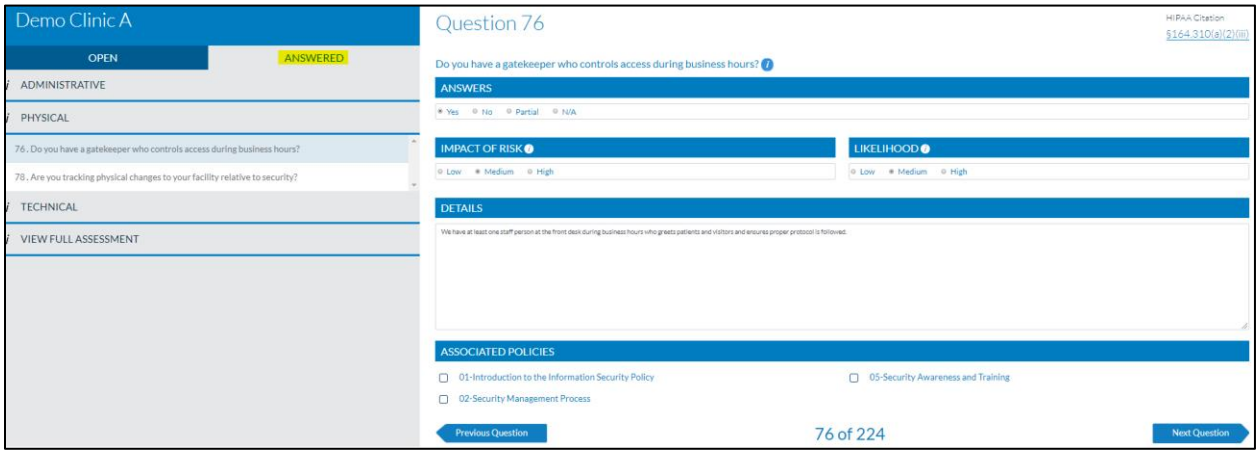
If you have purchased Medcurity's Policies and Procedures, you can choose which Policy(s) you would like to link to each question by selecting the box next to the appropriate Policy(s). Policies that your organization has uploaded will also appear in the list, once approved. Only policies that have been approved will appear in this list.

An important feature to note is that once you click **Next Question**, your answers are automatically saved. These answers can be edited until the assessment is finalized.

If you have completed an SRA with Medcurity in the past, you will have the option to populate the current assessment with answers from your most recent SRA. In your new

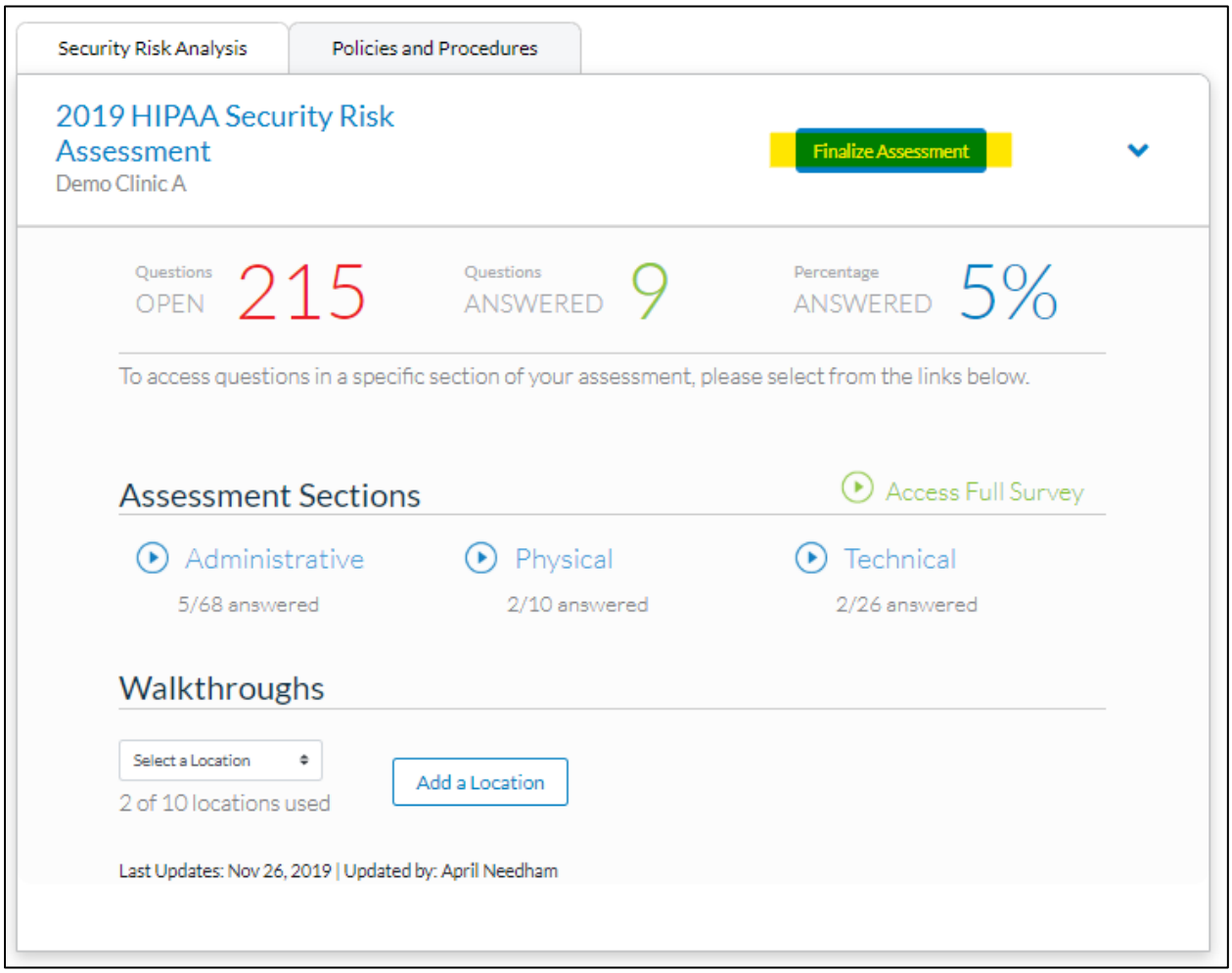
assessment, you will be prompted to maintain the response from the previous year's assessment or update the response. If you choose "Use This Info," you may still edit the answers.

To go back and view questions that have been answered, click on the Answered tab.

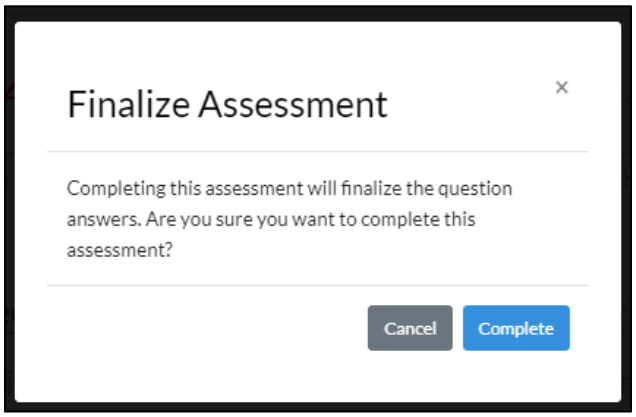


If you have not purchased Medcurity's Policies and Procedures, there will be a link you can follow at the bottom of each question that will enable you to upgrade your subscription by purchasing Policies and Procedures.

When all questions in all sections have been answered, complete the assessment by clicking **Finalize Assessment**. Once finalized, you cannot reopen the assessment. It is also important to note that the Security Risk Assessment Completion date reflects the date that the **Finalize Assessment** button is selected.



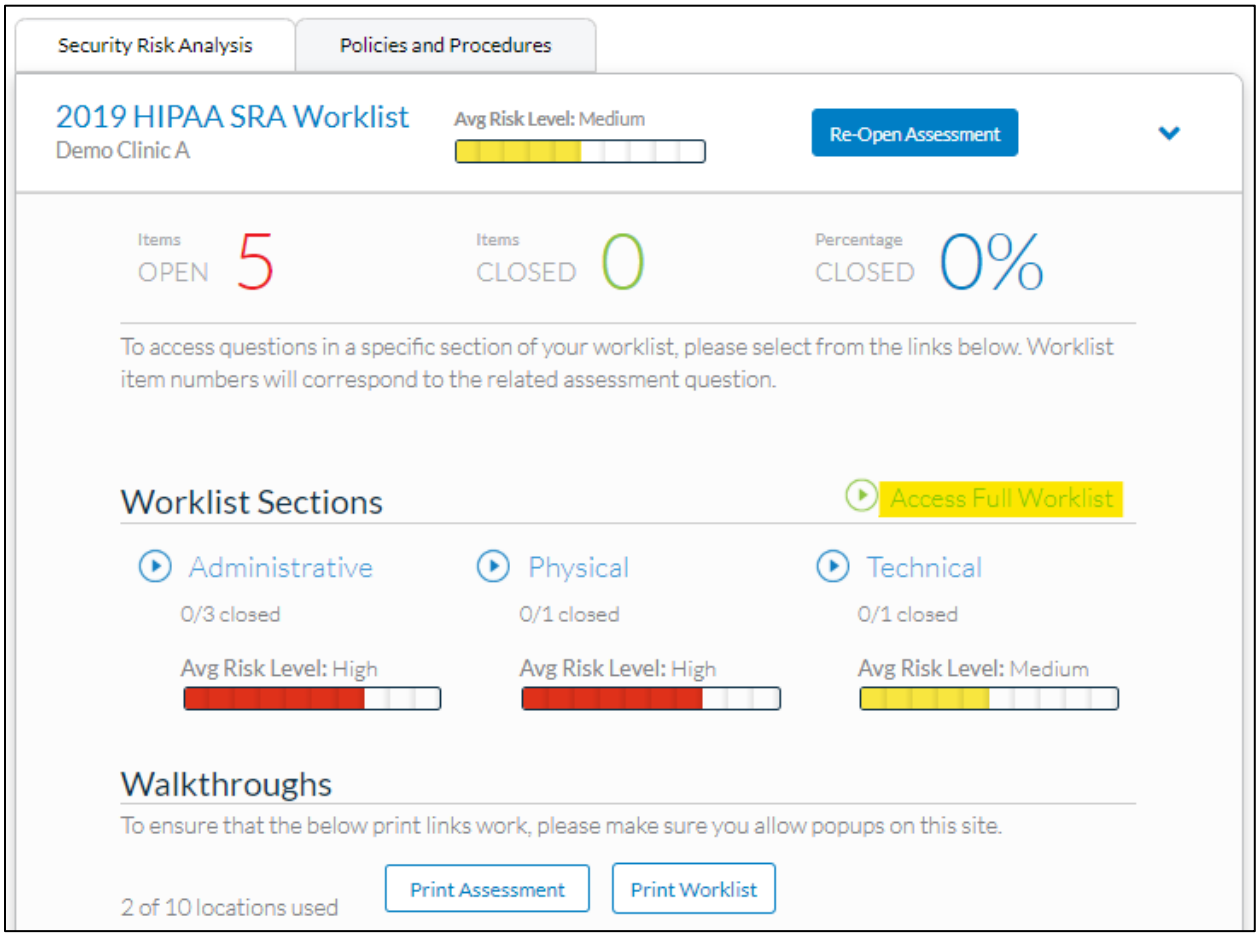
You will be asked to confirm that you want to finalize the assessment.



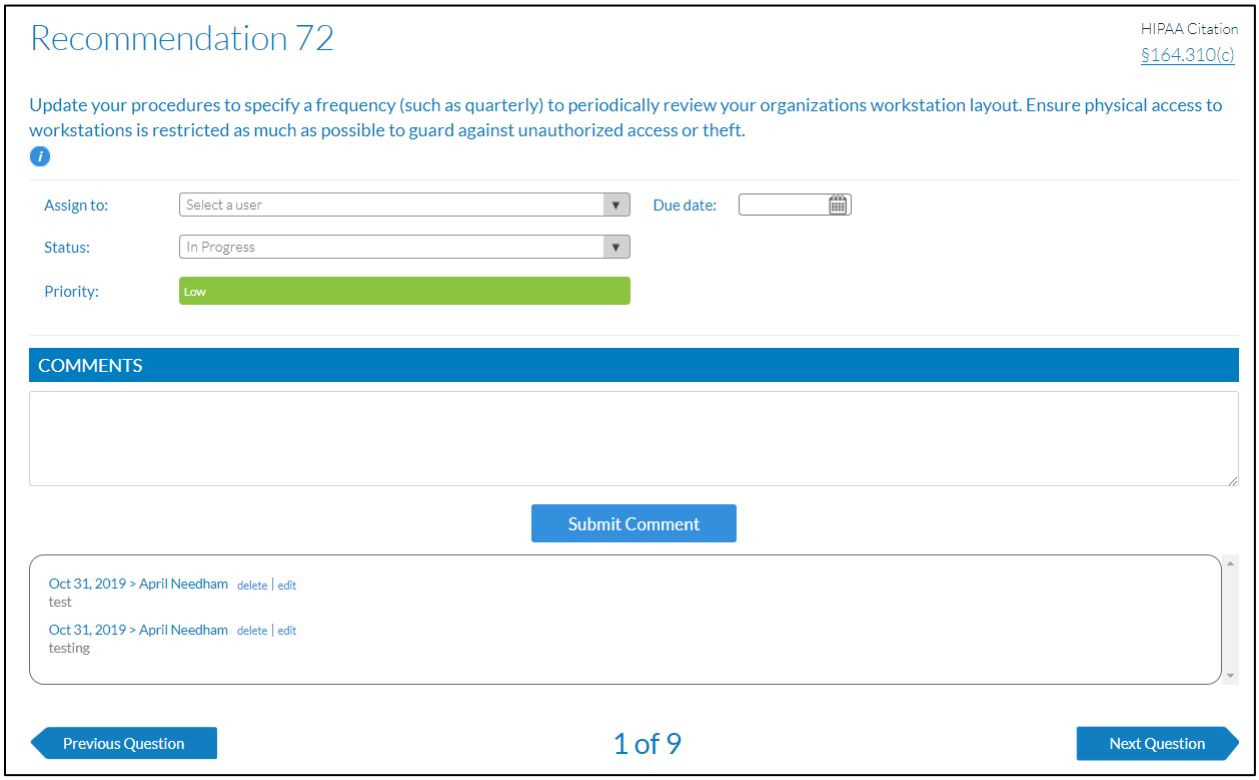
Review the Worklist

After the assessment is finalized, any answers that represent improvement opportunities are moved to the Worklist with recommended actions. To view your action items, click **Access Full Worklist**.

Much like the SRA, the Worklist shows the number of Open items, Closed items, and the percentage of Closed items.

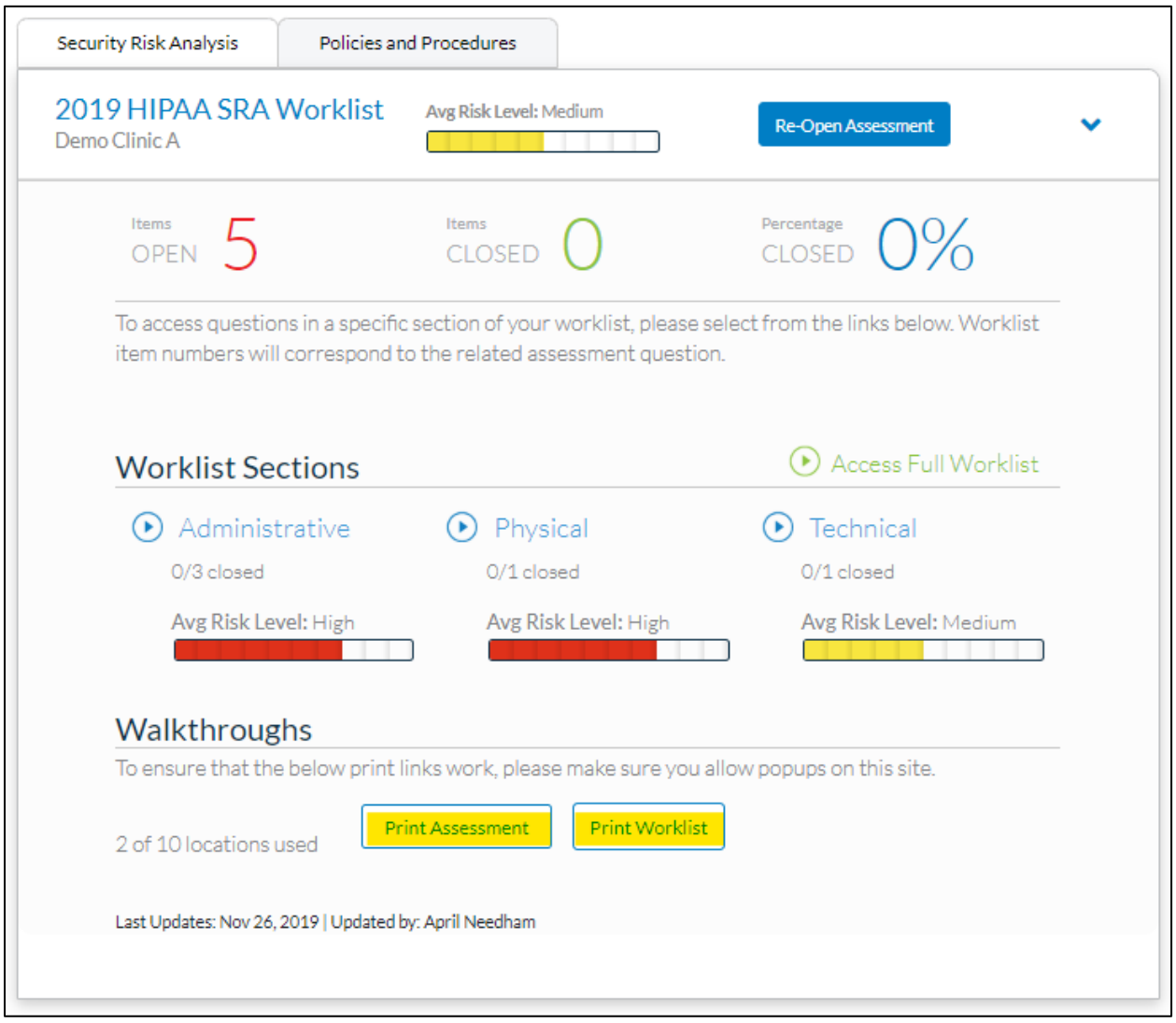


In the Worklist, click on a section to see which questions need attention. For each recommendation, you'll have the option to **Assign** action items to specific users, set a **Due Date** and **Status**, add or edit **Comments**. The Priority Level is automatically determined by the answer in the SRA and carries over to the associated recommendation.



Download or Print Documentation

The Assessment and the Worklist can be downloaded and/or printed from the Dashboard.



Walkthrough

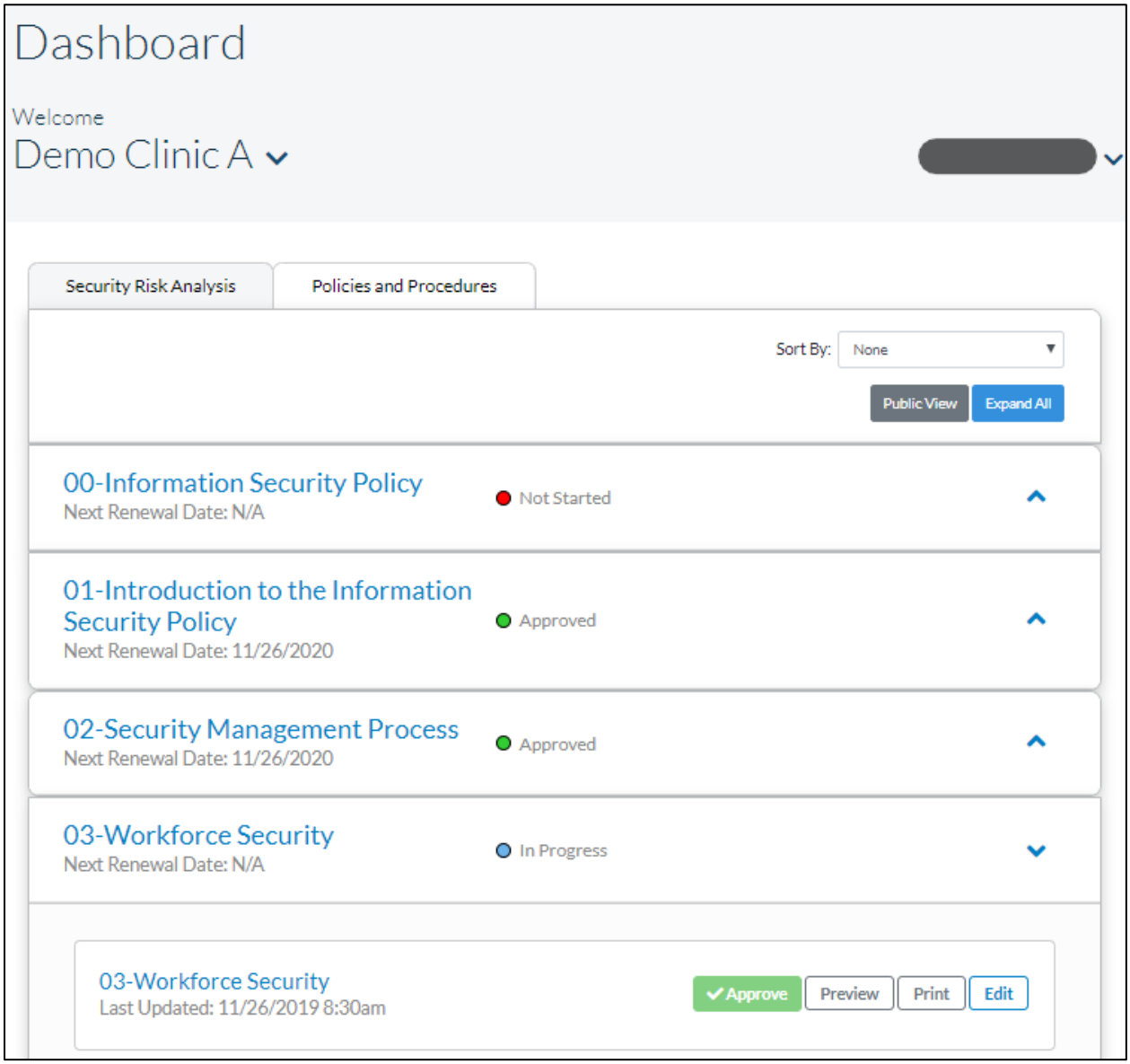
On the following page is a checklist that can be used to assist with the Walkthrough portion of the Assessment. If using the paper form, transfer all answers to the Walkthrough section in Medcurity using the appropriate location.

Walkthrough Location: _____

#	Y/N	Question
1		Is the Notice of Privacy Practices (NPP) missing or not easily viewable by patients?
2		Do sign-in sheets contain more than the minimum information needed?
3		Are appointment schedules containing PHI posted in department?
4		Are visitors (other than patients or employees) able to access areas with PHI, without ID Badges, visitor badges, sign-in sheets, and/or escorts?
5		Are paper documents containing PHI visible to unauthorized persons?
6		Are fax machines within arm's reach of a patient traffic area?
7		Is the department/unit faxing without an appropriate fax cover sheet contain a confidentiality statement?
8		Are pictures of patients or Thank You notes posted on bulletin boards?
9		Do white boards (if used) only contain minimal info?
10		Are any aspects of shred bin usage compromising PHI or sensitive information?
11		Are additional controls/mechanisms needed to prevent overhearing conversations with patients?
12		Do employees need further training on where to find system HIPAA policies and forms?
13		Do employees need further training on the name of the local privacy/security officer or where to find the contact information?
14		Does the department/unit share passwords?
15		Are any passwords posted or otherwise visible in the area?
16		Do employees leave computers unlocked or logged in when no one is in attendance?
17		Are computers and PHI applications not automatically logging out or locking after a period of inactivity?
18		Are computer screens visible to unauthorized individuals?
19		Are locks and appropriate key access to department door(s) and files established where needed?
20		Do restricted areas need additional controls such as signs, cameras, or alarms installed?
21		Are any devices missing appropriate identification as the organization's property, with labels, tags, engraving on equipment, etc.?
22		Are laptops unencrypted?
23		If any of the facilities are shared with other organizations, are additional controls needed for managing access?
24		Are any server or telecom areas unsecured?

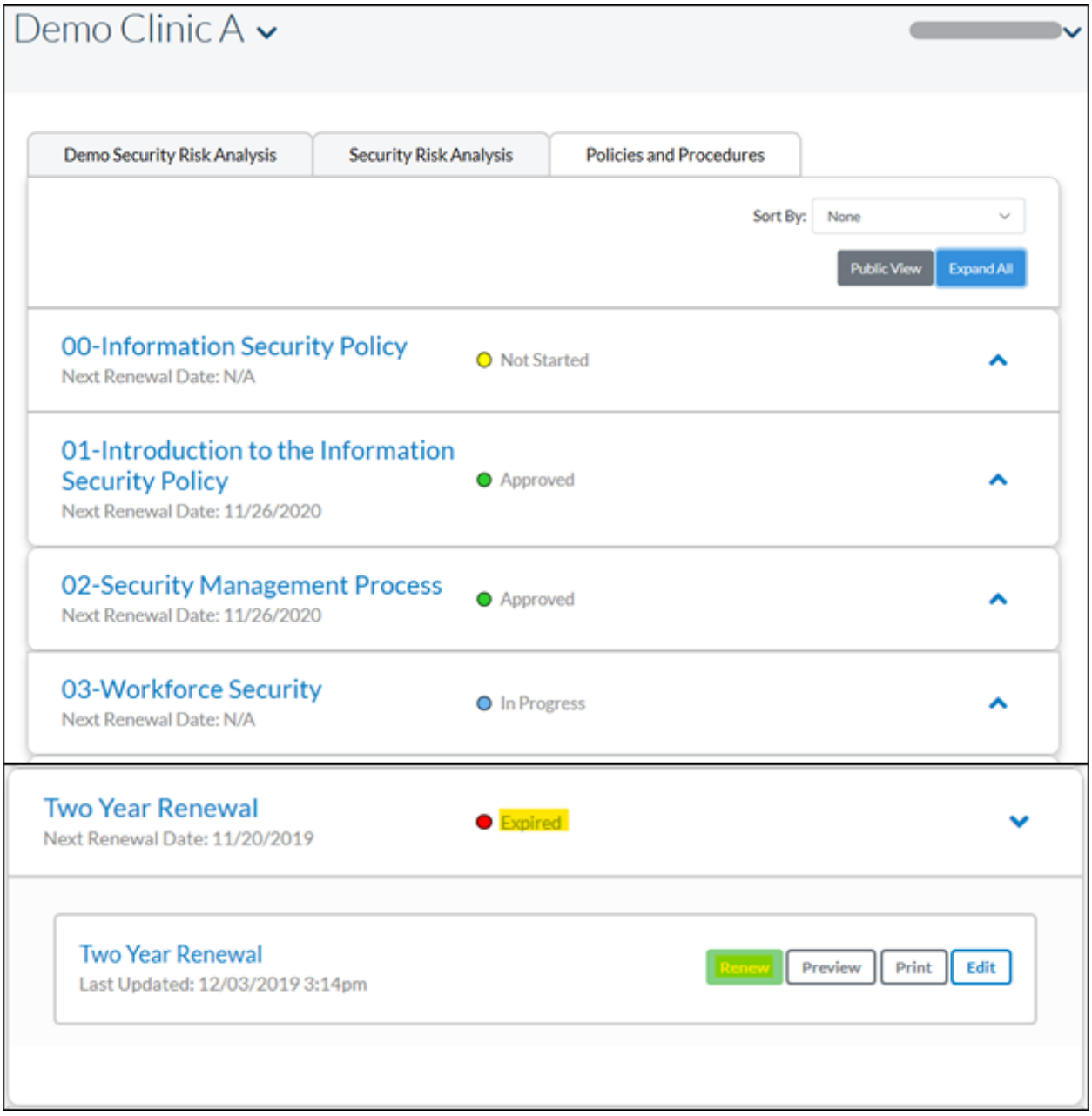
Policies and Procedures

To access the policies and procedures tool, navigate to your Medcurity dashboard and click on the **Policies and Procedures** tab. This will display a list of policy and procedure templates that are available for customization to your organization.



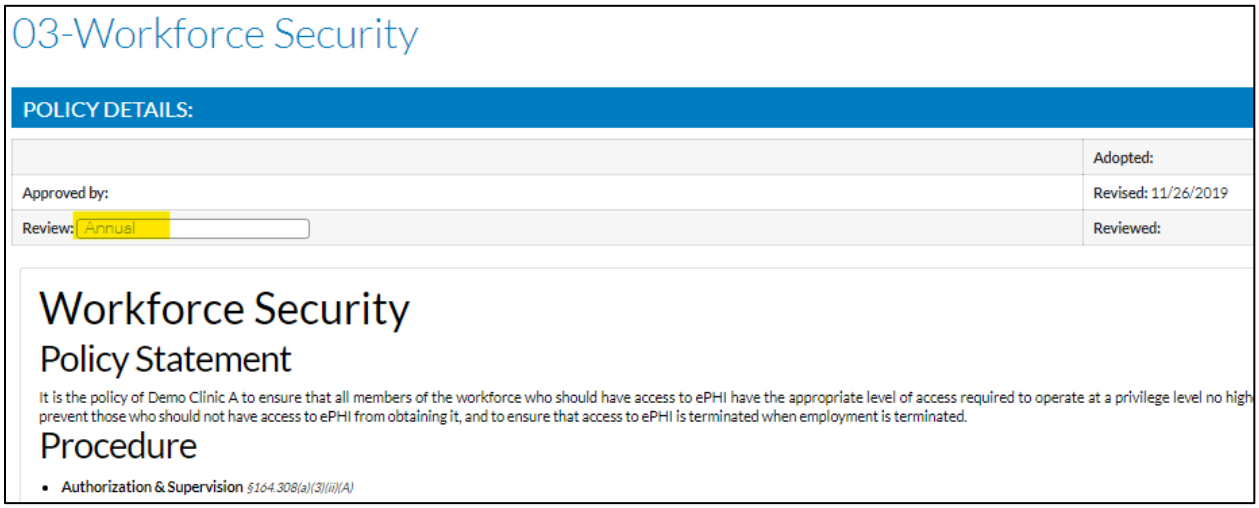
Customize a Policy

To customize a policy with parameters that match your organization, choose a policy and click **Edit**. From the dashboard, you can also Preview, Print, Approve or Renew policies.

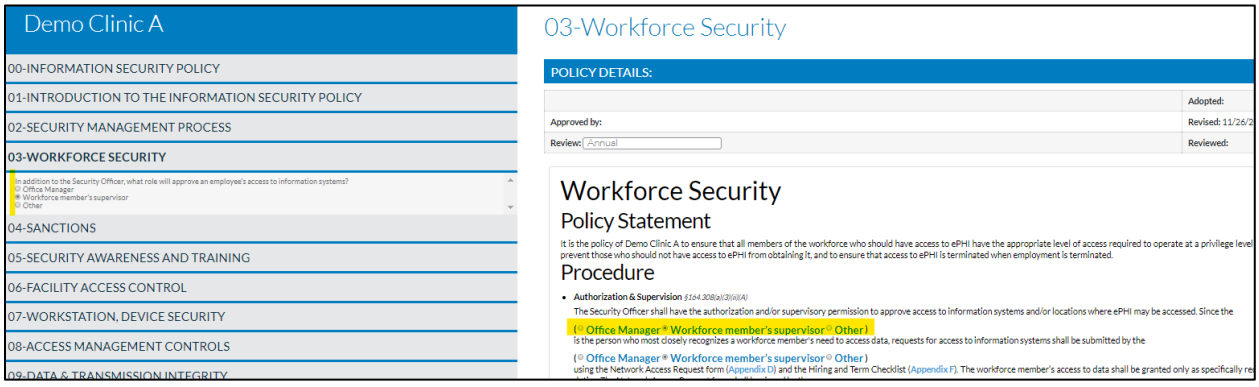


At the top of the policy, you'll see **Policy Details**. This section provides an overview of the administration of the policy such as date the policy was initially implemented (Adopted), last revision date (Revised), and who approved the policy.

In this section, you will set the **Review** frequency for this policy. To do so, click into this field to display three options to choose from – Annual, Every two years, or Every three years.

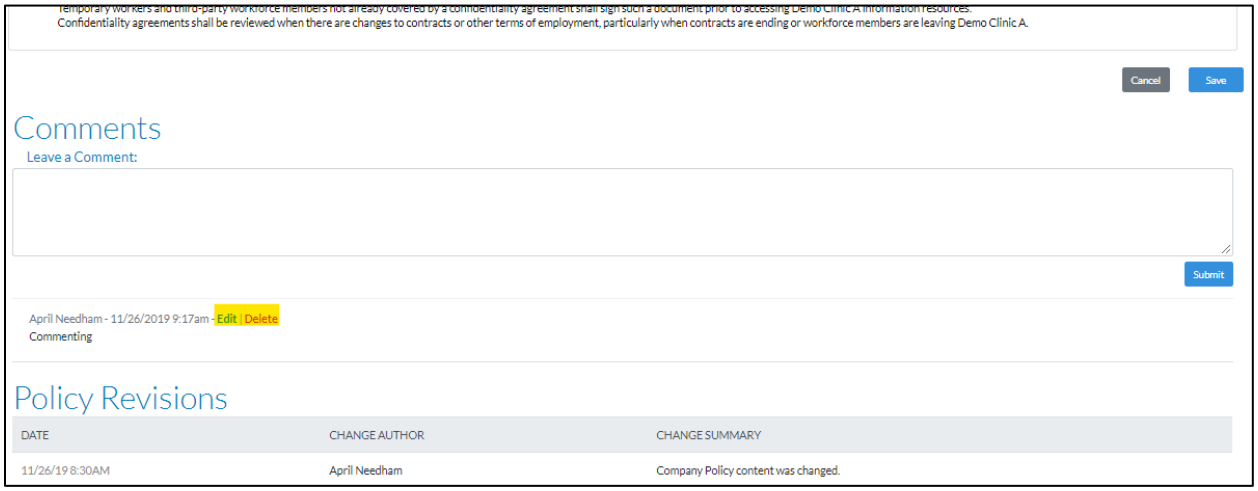


When you edit a policy, you can answer the questions from the menu on the left or answer directly within the policy. Whichever you choose, your answers will automatically populate in the template.

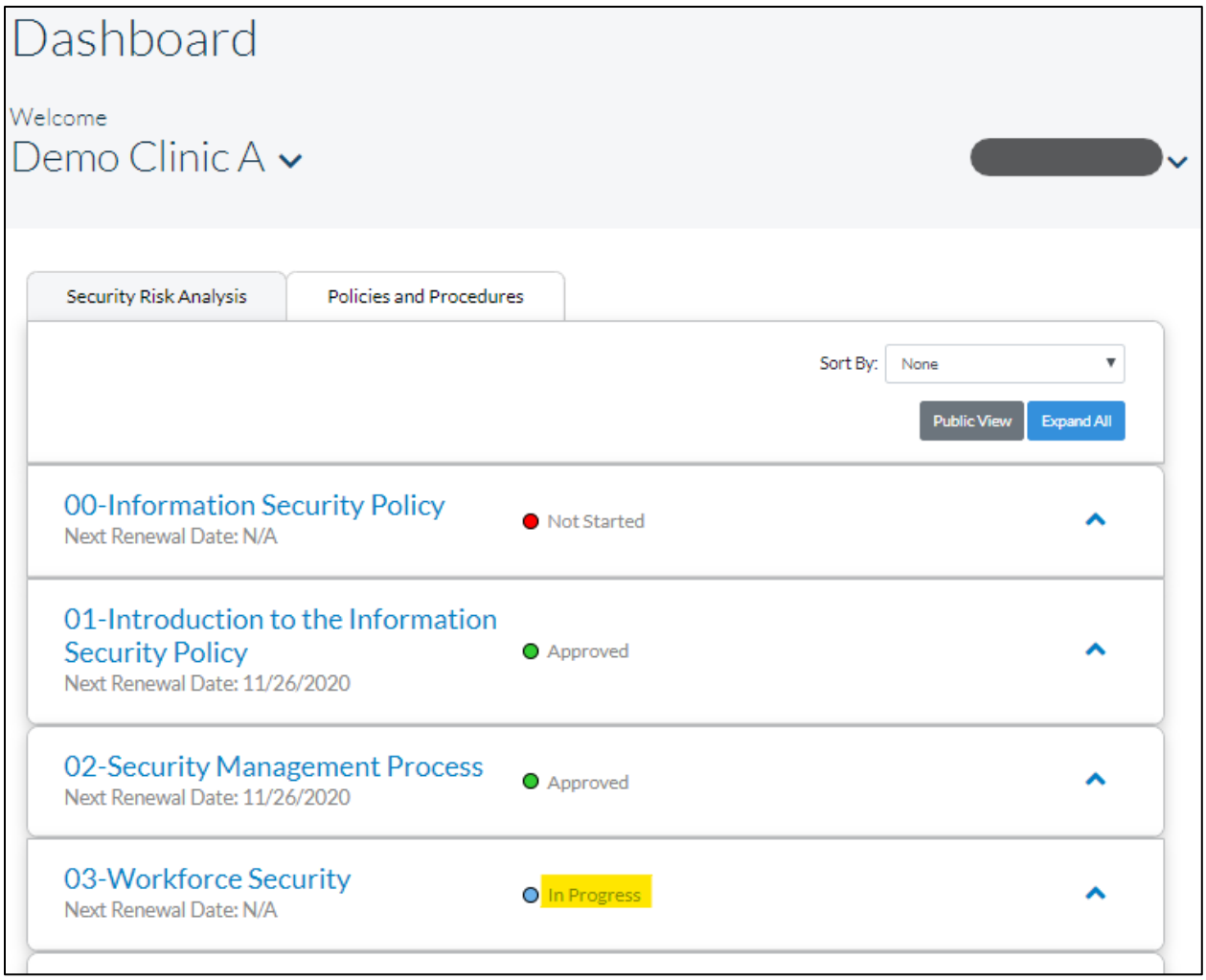


At the bottom of each policy, you'll find the **Comments** section as well as **Policy Revisions**. Medcurity maintains a record of comments (user, date stamp) and policy

revisions (who, when, and what was revised). Comments can be edited or deleted; however, policy revisions cannot be changed.

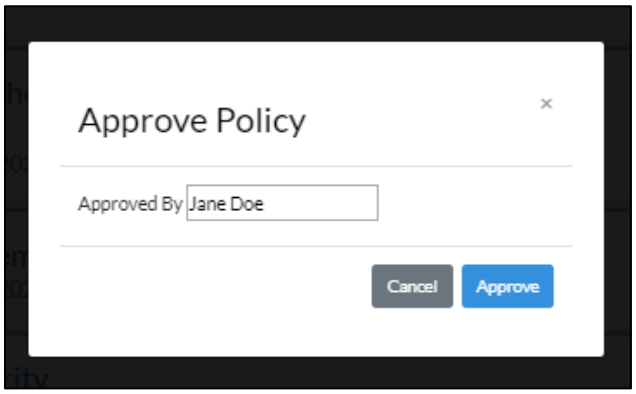


Once you have completed the required fields, click **Save.** This will store your policy with an updated status of **In Progress** on the Policies and Procedures dashboard.



When the policy is ready for review, click **Edit** next to the policy on the dashboard. In the upper right-hand corner, click **Send for Review.** This sends email notification to all users that the policy is available for review.

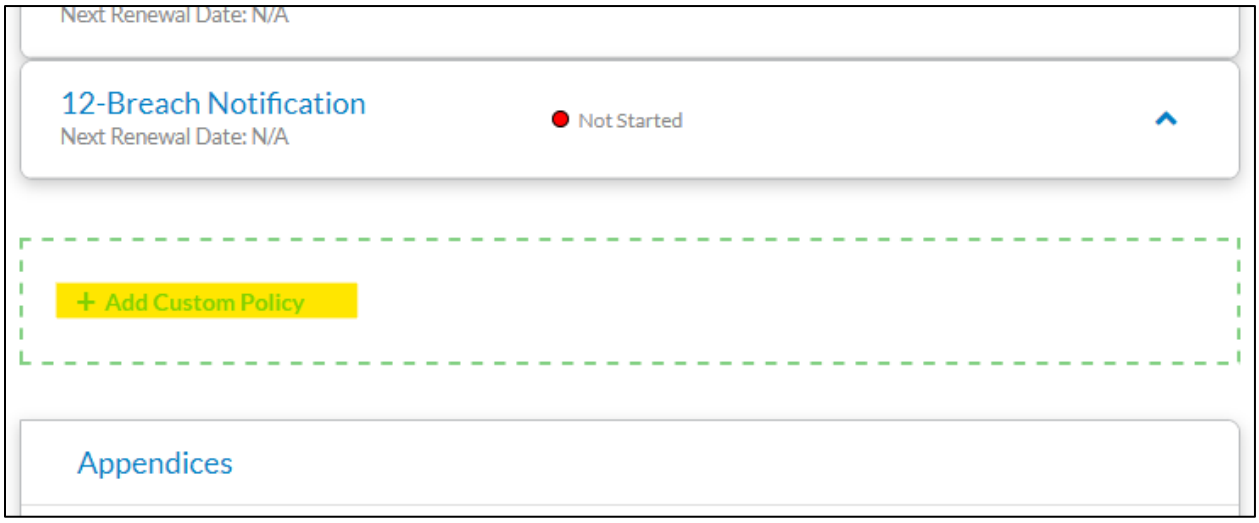
Once the policy is ready for approval, the approver will navigate to the Dashboard and click **Approve**. A pop-up box will appear requesting the name of the approver and confirmation.



Once approved, the status will show **Approved** on the dashboard.

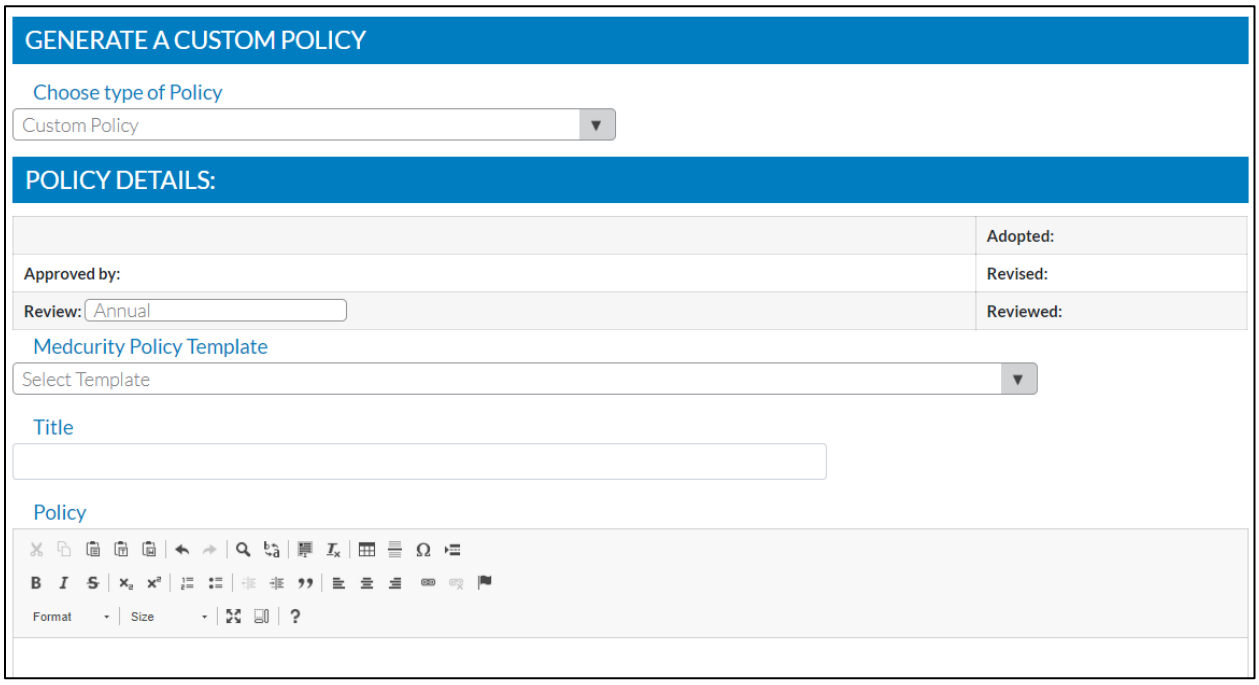
Create a Policy

If your organization has a policy you would like to use in lieu of or in addition to a Medcurity policy, click on **Add Custom Policy** located under the Medcurity templates.

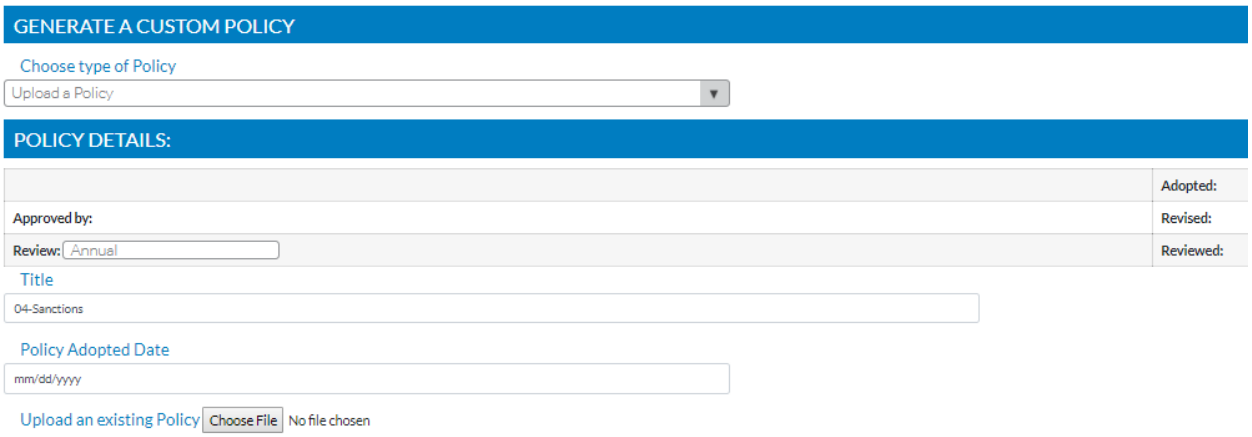


From the drop-down menu, choose **Custom Policy** or **Upload a Policy.**

If you choose Custom Policy, you can select a Medcurity template to edit or create an entirely new policy using the text editor. Set your **Review** period and select the Medcurity template to edit. If you want to create an entirely new policy, select No Template and type or copy/paste your policy into the text editor. Edit or add a **Title** to your policy then click **Save** at the bottom of the screen.



If you choose to upload your own document, select the **Review** period, add a **Title**, and enter the **Policy Adopted Date**. Click **Choose File** to upload your document. Once the file has successfully uploaded, click **Save**.

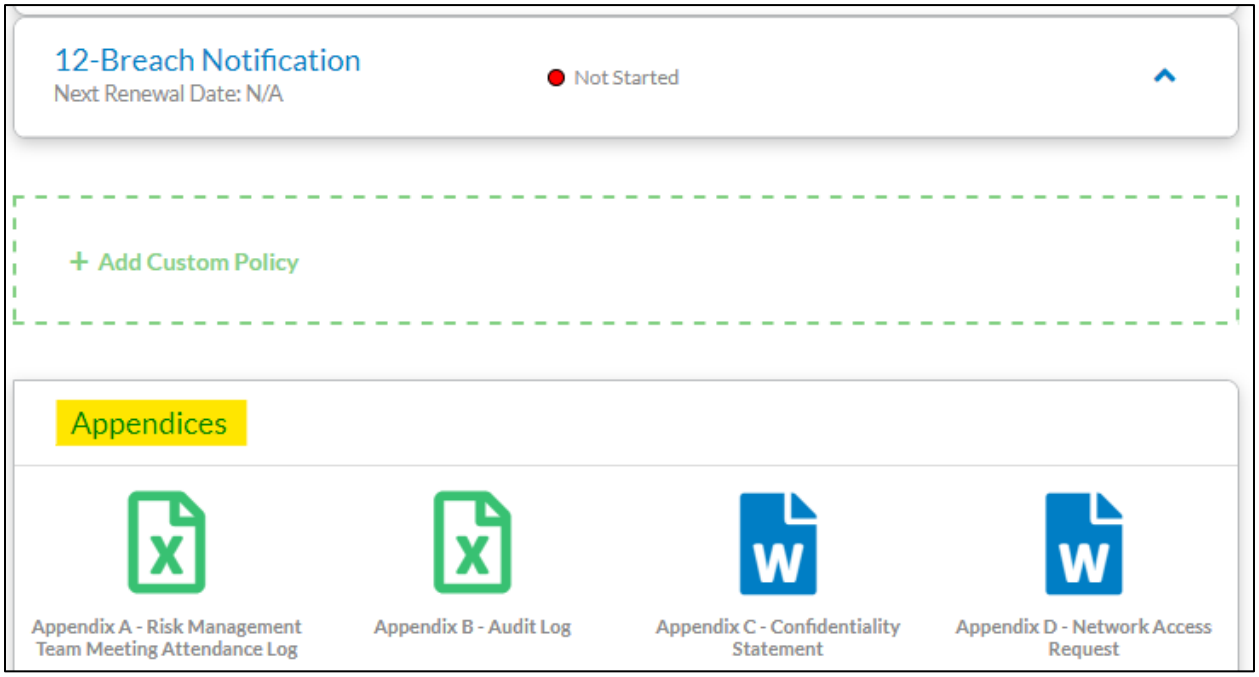


Appendices

Customizing an Appendix

Medcurity appendices are embedded in the corresponding Policy and Procedures. You will see links to appendices within the body of the policies. Appendices can be edited to meet the needs of your organization and there is also an option to upload a custom appendix.

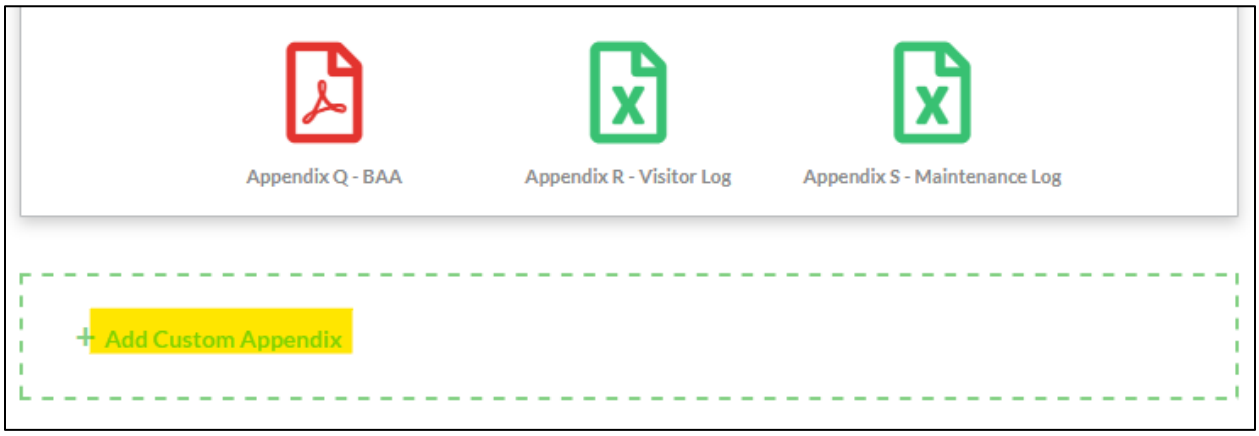
On the dashboard, located under the list of policies, is the list of appendices.



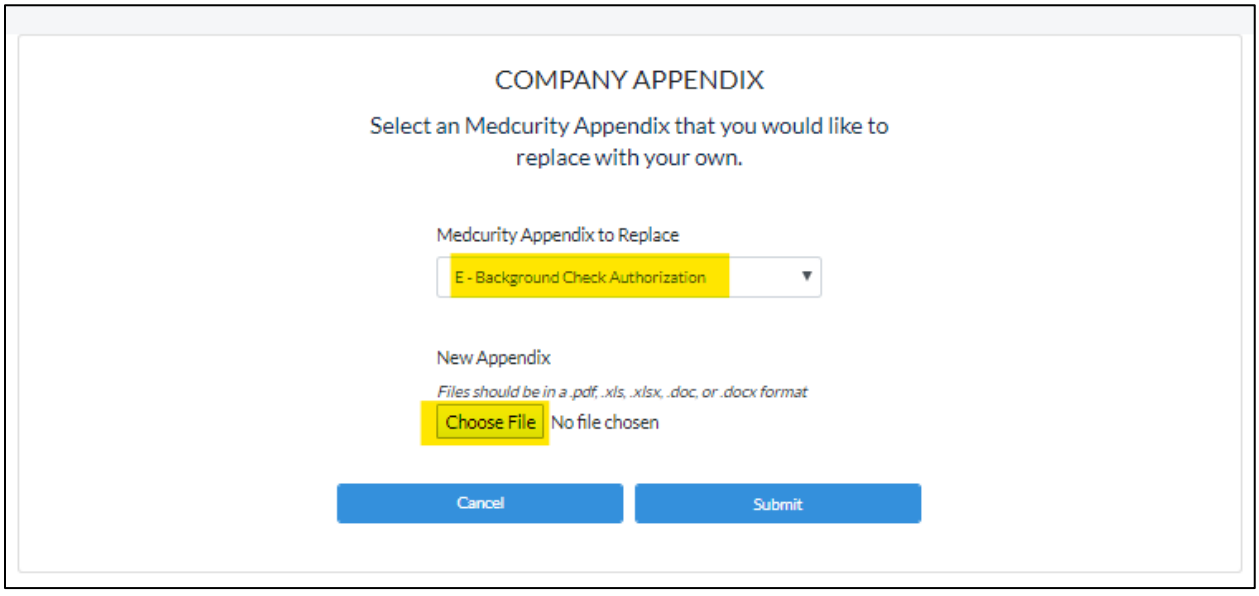
These appendices can be saved locally, edited to satisfy your organization's requirements, and re-uploaded to your Medcurity account.

To customize an appendix, select it from the list. The file will download to your computer as a Word, Excel, or Adobe file. Open the file, make your edits, save, and upload it to your Medcurity account.

If you have an appendix that you would like to use in lieu of a Medcurity appendix, click **Add Custom Appendix** underneath the appendices.



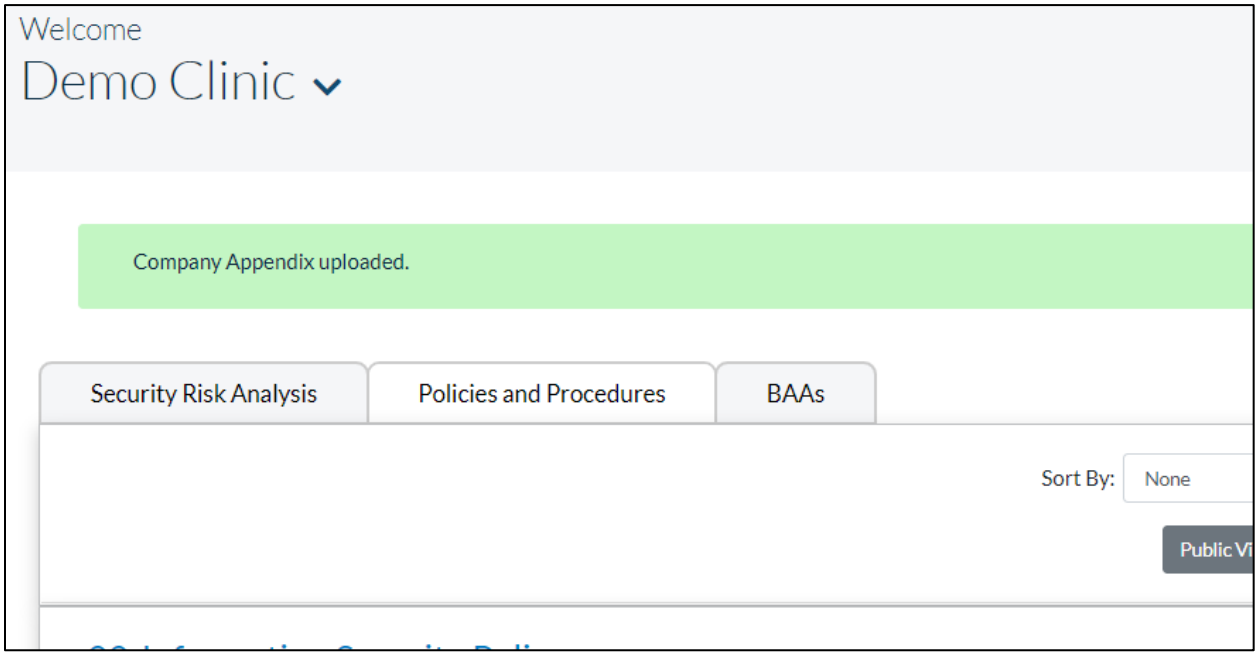
From the drop-down menu, select the Medcurity appendix you would like to replace then choose the replacement appendix. Click **Submit**.



Your uploaded appendix will override the Medcurity appendix so you will be asked to confirm this upload.

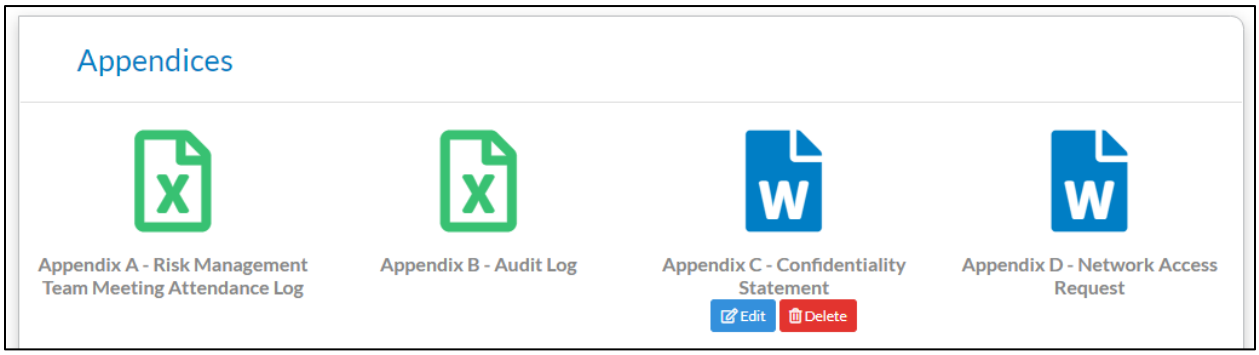
If you later decide to use the Medcurity appendix, simply delete the uploaded appendix and the file will revert to Medcurity's appendix.

You will receive a confirmation once your appendix has been successfully uploaded.

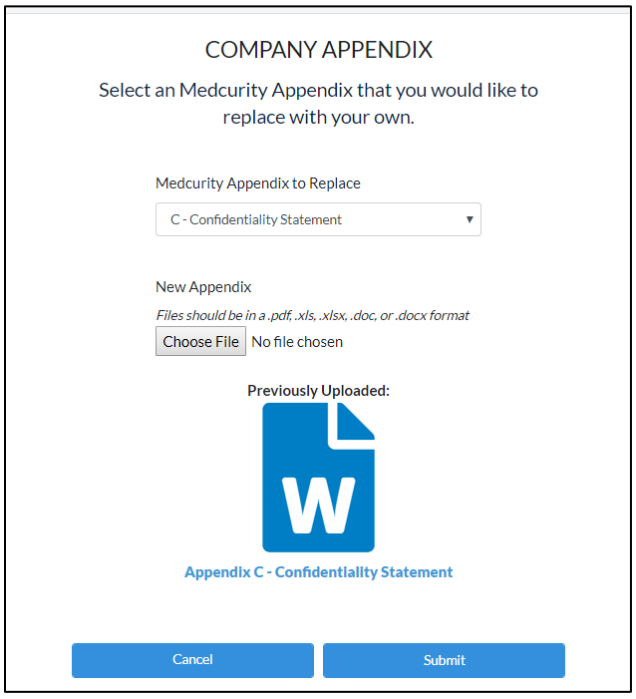


Editing an Appendix

If you need to make changes to an appendix you previously uploaded, return to the list of appendices and click either **Edit** or **Delete**.



Edit allows you to download and edit the existing appendix or upload a new file. Once you have made your desired changes, click **Submit.**

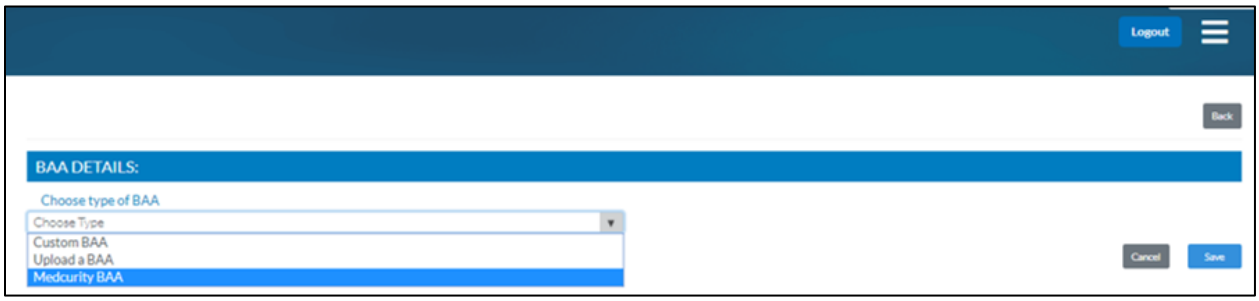


Delete will delete the appendix previously uploaded to the portal and revert to the Medcurity appendix.

Business Associate Agreements

To access the Business Associate Agreement (BAA) tool, navigate to your Medcurity dashboard and click on the **BAAs** tab. Next, click **Add Business Associate**.

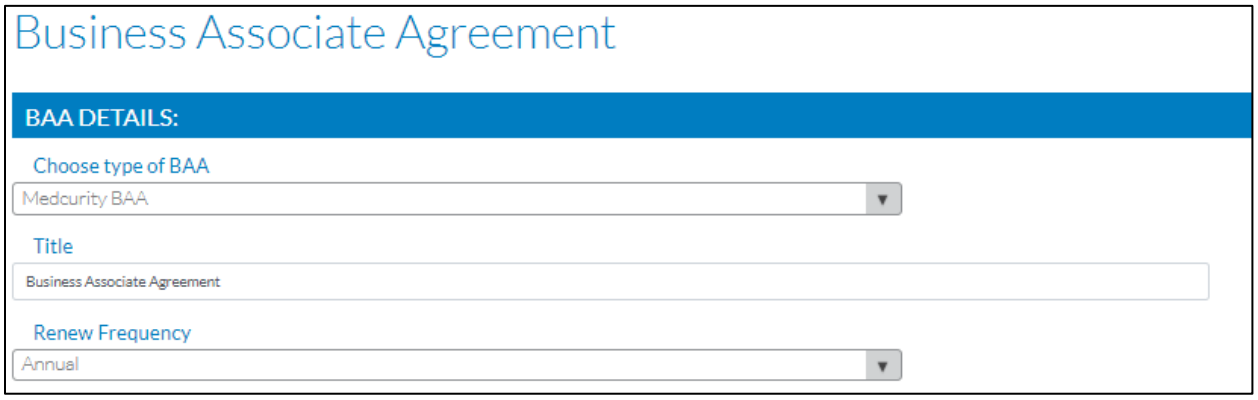
From the drop-down menu, choose which type of BAA you want to use. Then, click **Save.**



Types of BAAs

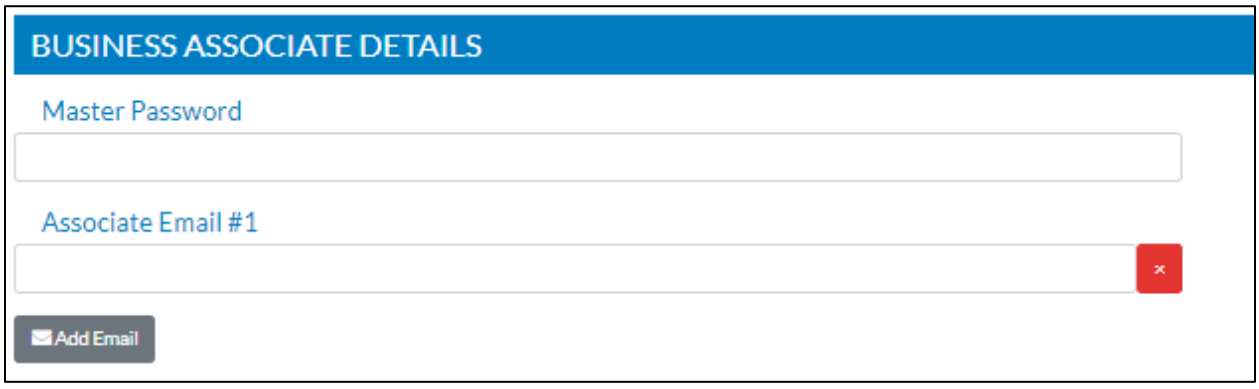
Medcurity BAA

In the BAA details, verify the **Title** and set the **Review Frequency**.



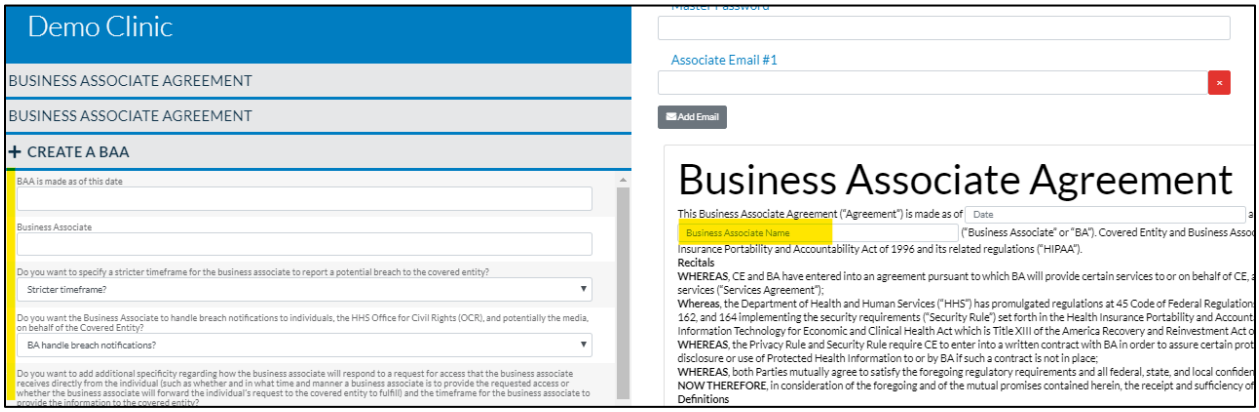
Next, complete the Business Associate Details. The **Master Password** will be provided to the Associate (BAA point of contact) on this agreement enabling them to sign in, access the agreement, and e-sign. We suggest creating a strong password unique to the client, not one that you have used for other accounts.

Enter the email address of the person responsible for signing the BAA. Once the BAA is approved, it can be sent to the Associate in just one click.



When you edit the Medcurity BAA, you can answer the questions from the menu on the left or directly within the BAA. Whichever you choose, your answers will automatically populate in the template. Once you have completed the BAA, click **Save.**

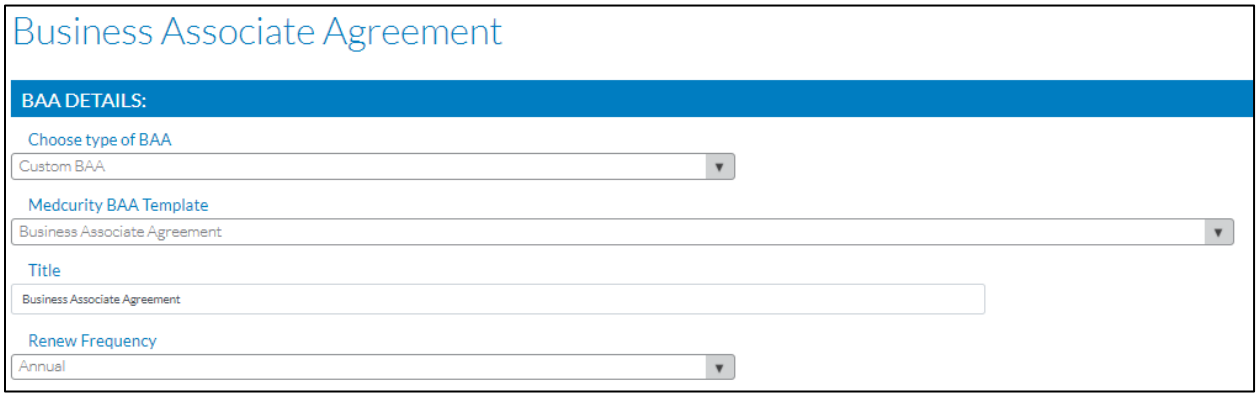
If you need to leave the BAA and return to it later, click **Save** before exiting.



Custom BAA

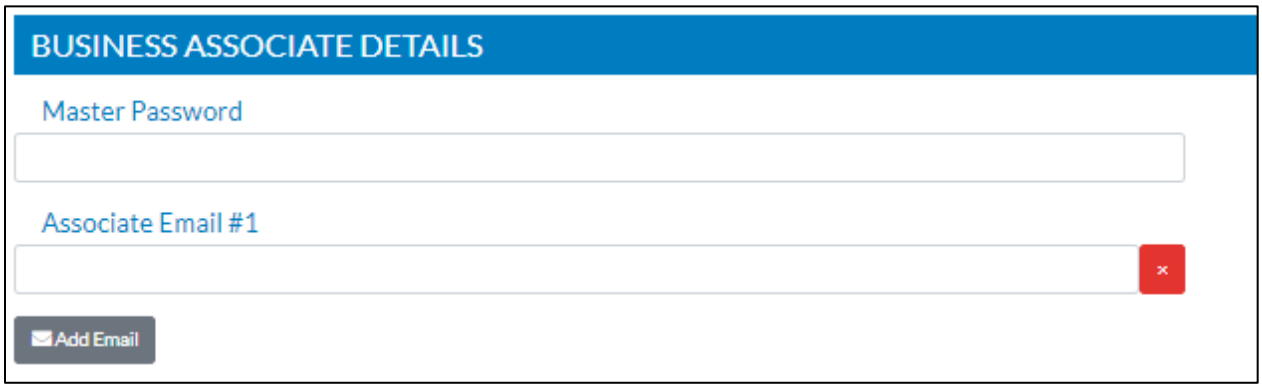
From the template drop-down menu, you have the option to choose Medcurity's **Business Associate Agreement** or **No Template.** Starting with Medcurity's BAA template allows you to edit the agreement to meet the requirements of your organization. The No Template option will leave the form completely blank enabling you to create a BAA using the text editor.

After you've selected your template, choose a **Title** for your document and set the **Renewal Frequency**.

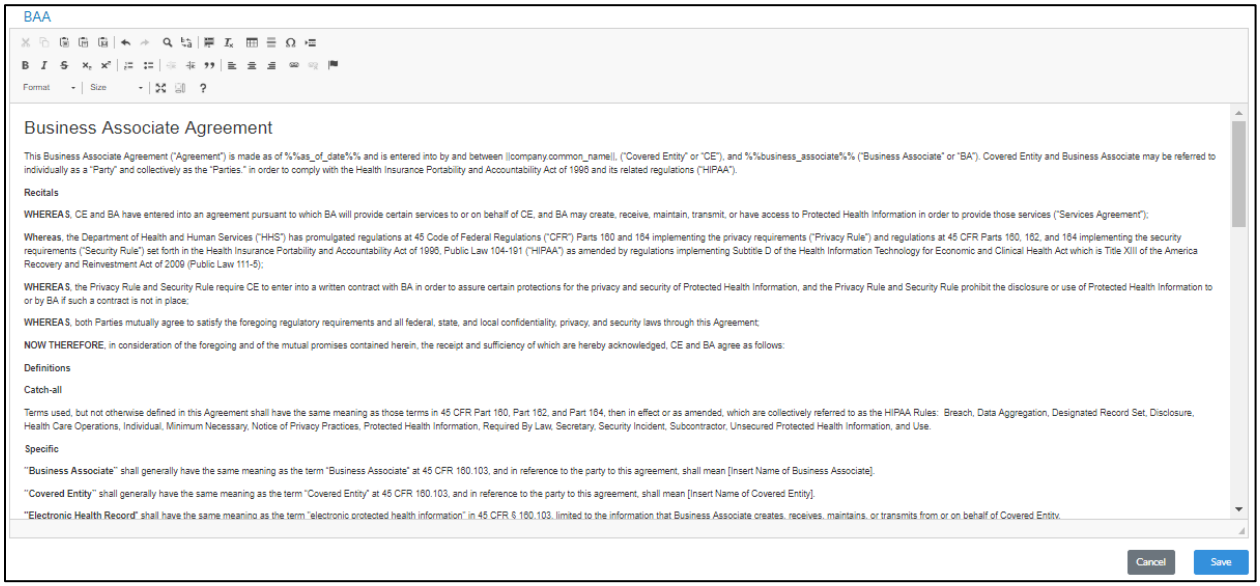


Next, complete the Business Associate Details. The **Master Password** will be provided to the Associate (BAA point of contact) on this agreement enabling them to sign in, access the agreement, and e-sign. We suggest creating a strong password unique to the client, not one that you have used for other accounts.

Enter the email address of the person responsible for signing the BAA. Once the BAA is approved, it can be sent to the Associate in just one click.



Edit the text of the Medcurity BAA template to comply with your organizational needs or enter text for the entirely custom BAA.

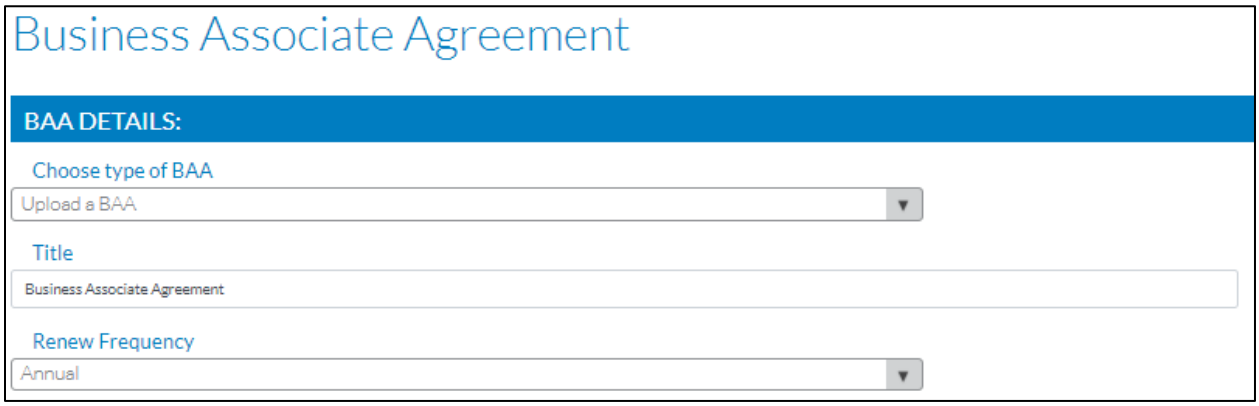


Once you have completed the BAA, click **Save.**

If you need to leave the BAA and return to it later, click **Save** before exiting.

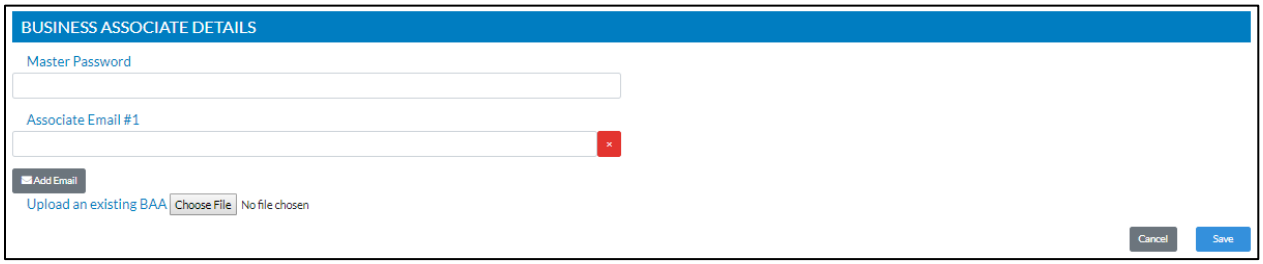
Upload a BAA

In the BAA details, choose a **Title** for your document and set the **Renewal Frequency**.



Next, complete the Business Associate Details. The **Master Password** will be provided to the Associate (BAA point of contact) on this agreement enabling them to sign in, access the agreement, and e-sign. We suggest creating a strong password unique to the client, not one that you have used for other accounts.

Enter the email address of the person responsible for signing the BAA. Once the BAA is approved, it can be sent to the Associate in just one click.



After you've completed the requested information, click **Browse** and select the file to upload. Once the file has successfully uploaded, click **Save.**

Managing BAAs

Status

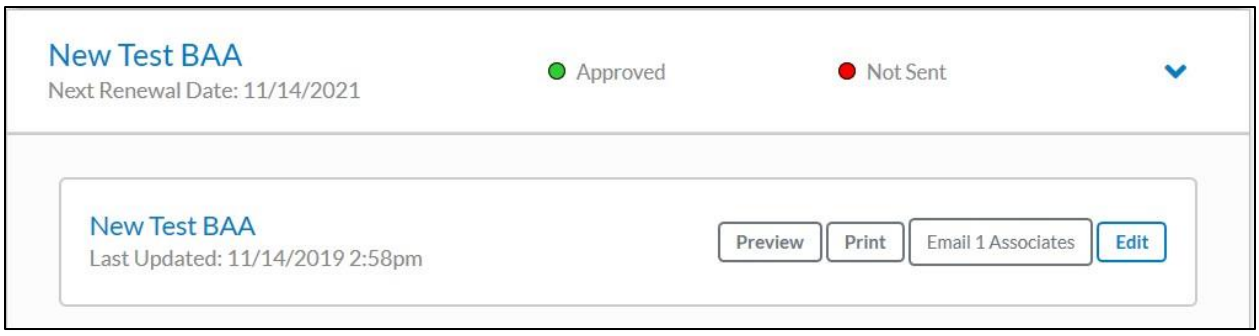
In Progress

Once you have created and saved BAAs, you will see the status of each on the dashboard. In Progress means that a BAA has been created and is being edited or needs to be reviewed and has not yet been approved.

Approved / Not Sent

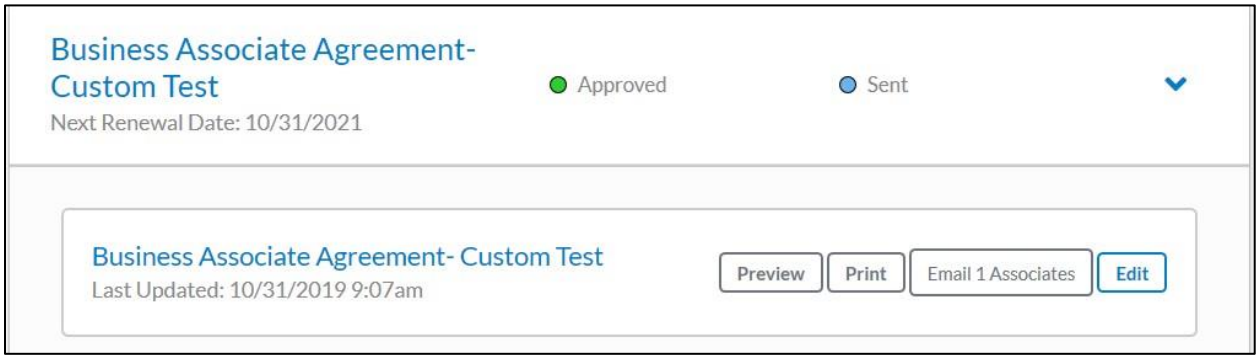
Once a BAA is approved, it then needs to be emailed to the Business Associate for signature. Not Sent means that the BAA has been approved but it has not yet been sent for signature.

To send the BAA, click **E-mail 1 Associates**. You will receive a confirmation that an email has been sent to the email address entered in the BAA details.



Approved / Sent

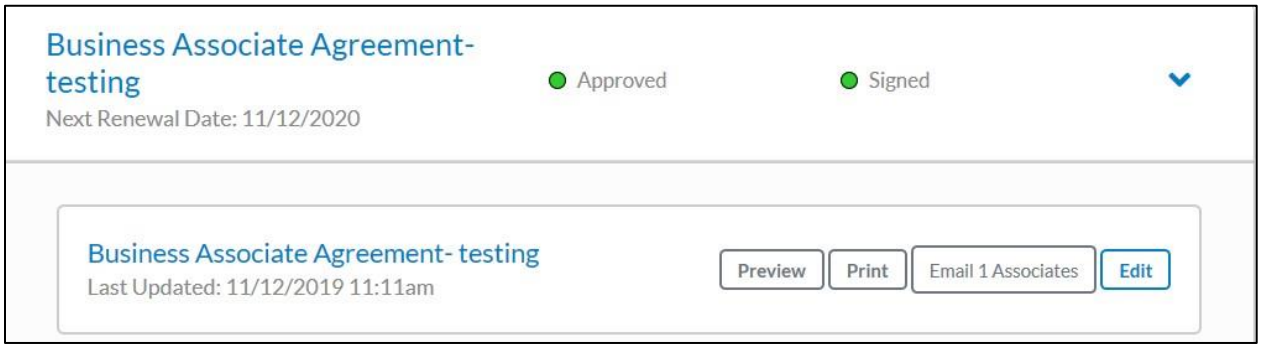
A status of Sent means that the BAA has been sent to the Associate but the Associate has not signed the and returned the agreement.



Once sent, the Business Associate will receive an email with a link to the document where they can electronically sign the BAA and return it via email to the Covered Entity.

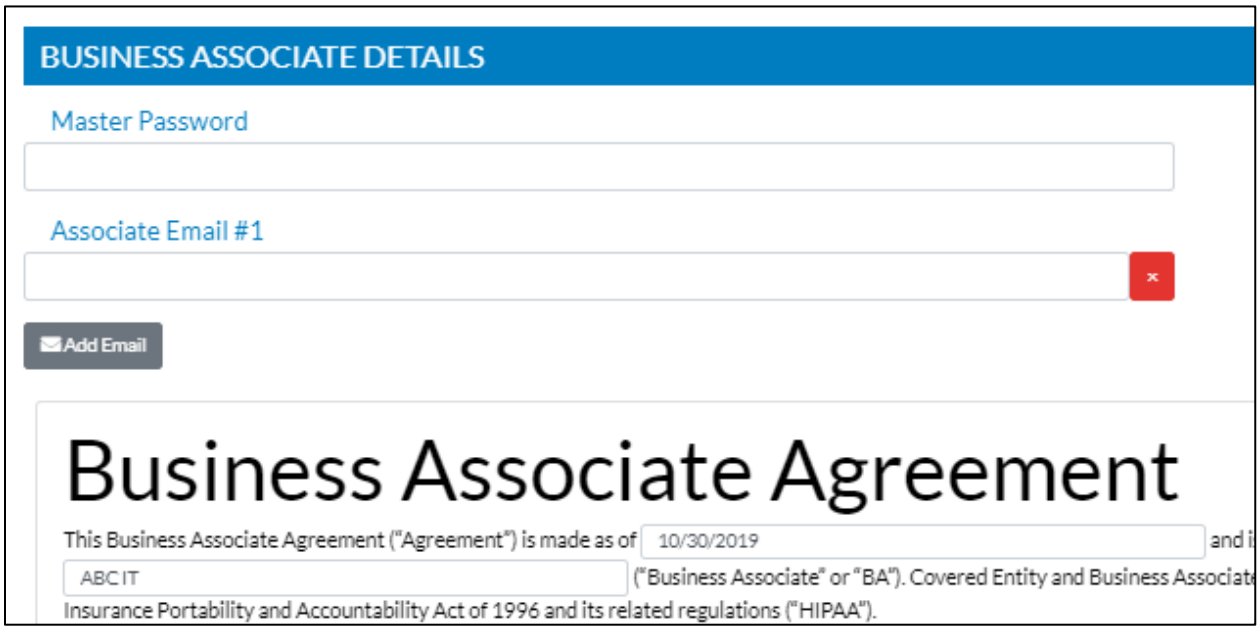
Signed

A status of Signed means that the Associate has electronically signed and returned the agreement.



Deleting Email Addresses

To remove an email address after the BAA has been saved but not sent for Approval. Click Edit next to the BAA on the Dashboard. Click the **x** in the red box next to the email address you want to delete then enter a new email or leave the window blank.



Click **Save** at the bottom of the screen.

Contact Us

Support is available Monday through Friday, 8:00 am to 5:00 pm Pacific time and can be reached via telephone at (509) 867-3645 or via e-mail at support@medcurity.com.