HAMILT N®
Business Technologies

TECHNOLOGY SOLUTIONS FOR HEALTHCARE

A Buyer's Guide for Managed Services

IT Solutions for Healthcare: A Buyer's Guide

We know that for healthcare providers, technology is inherent in everything you do.

Managing data and privacy guidelines; computer, device and hardware support; and maintaining security of data and patient records are a few of the significant challenges healthcare providers face when it comes to their technology. This is all compounded by the rapid pace of advancements in technology and a constant threat of cyberattacks. Keeping up with everything requires a combination of continuous education and training for staff, nimble and agile team members to pivot with new advancements, and an investment in time and money.

Drawing from our extensive experience providing IT solutions for healthcare providers of all sizes, we have created a guide to help you manage your IT. This document elaborates on technology support options and solutions that healthcare providers need, what to watch out for and how to keep up with the fast-paced, ever-evolving demand for technology.

Having the right IT solutions is crucial for providing high-quality patient care, ensuring data security, and improving operational efficiency. This checklist will help your healthcare organizations identify and implement essential IT solutions to meet your needs.

Your IT Checklist

Cybersecurity: A comprehensive approach ensures you can protect your healthcare organization from a variety of risks. The key components needed are:

- [ ] **Network Penetration Testing:**
  Provides information about vulnerable points of access and helps navigate an implementation plan for a more secure network.

- [ ] **Vulnerability/Security Assessment:**
  Ensures security deficiencies are identified through physical or network security assessments.

- [ ] **Remediation Plan:**
  Identifies needs and recommends solutions to resolve deficiencies or vulnerabilities.

- [ ] **Education & Training:**
  Offers customized education and pre-packaged training for healthcare organizations and their teams on how to recognize, mitigate and respond to security risks.

- [ ] **Phishing Simulations**:
  Provides customizable email phishing campaigns designed to enhance employees' understanding and handling of phishing emails.

Managed IT: Ensure you have IT support for computers, networks and servers, including planning, repair, upgrades and general technical support for PCs, computers and other device. Here is a comprehensive list of the systems and tools healthcare organizations need.

☐ **IT Help Desk Support:**
24/7/365 technical support for resolving IT-related issues and ensuring smooth operations.

☐ **Cloud Services:**
Secure and scalable cloud storage solutions for data storage and management.

☐ **Network Maintenance & Monitoring:**
Ensures the network is maintained and monitored for optimal performance and security.

☐ **Network Security Services:**
Implements strong security measures to protect the network from threats and vulnerabilities.

☐ **Data Backup and Recovery:**
Establishes a robust backup and disaster recovery plan to protect against data loss and ensure quick recovery.

☐ **Integrated Communications Systems:**
  ☐ **Hosted Phones:** Provides hosted VoIP solutions for efficient communication.
  ☐ **VoIP Service:** Offers VoIP services for cost-effective and reliable communication.
  ☐ **Mobile Device Management (MDM):** Manages and secures mobile devices used within the organization.
  ☐ **Alert Notifications**

☐ **Vendor and Third-Party Management:**
Manages relationships with vendors and third-party service providers to ensure seamless integration and support.

☐ **IT Auditing and Compliance:**
Ensures compliance with healthcare regulations and conducts regular IT audits to maintain security and efficiency.

☐ **Software Updates and Patch Management:**
Regularly updates and patches software to protect against vulnerabilities and ensures optimal performance.

☐ **Secure Access:**
Biometric secured access ensuring only authorized individuals are granted access to secured areas.

☐ **Security Cameras:**
Visual monitoring and recording of facilities and grounds.

How to find a Managed Service Provider:

Outsourcing the IT needs of your healthcare organization to a trusted Managed Service Provider (MSP) is a critical component of running your organization. It can be hard to know which MSPs can handle all of your needs and it's important to find a partner you trust that can handle it all for you.

Some qualities that rank highest on the list for choosing a dependable MSP include the following:

- **Years in business:** Look for a stable business with many years of experience and service.
- **Location:** MSPs can be located across the country or even overseas. It is important to have an IT partner that is local to you but can provide statewide or national coverage.
- **References:** A reliable MSP will have a wide array of customer references ranging from small businesses to large corporations.
- **Flexibility:** Find an MSP with more than a one-size-fits-all approach to IT. Your organization is unique and needs tailored IT solutions to adequately meet your needs.
- **Professional Expertise:** Ensure the technicians and support team have expertise and experience with organizations like yours.
- **Questions to Ask:** Be prepared when meeting with an MSP to ask the tough questions.
  - How will the MSP share findings and data with you?
  - What type of reporting is available?
  - How are they protecting and monitoring vulnerabilities to prevent a cyber breach and protect your data?
  - What are their policies and practices to maintain and ensure uptime and availability of your network and data?

If you'd like to learn more about the support a trusted MSP can provide for your healthcare organization, reach out to us today!

For nearly four decades, Hamilton has delivered the latest technology and telecommunications solutions to businesses and healthcare organizations like yours. As a Nebraska organization with offices and team members across the state, we offer 24/7/365 support from our local, trusted technicians.