

KING OF PRUSSIA, Pa., Feb. 24, 2014 /PRNewswire/ -- PatientCalls Implements Additional HIPAA Compliant Software Solutions to Secure PHI during SMS and Email transmissions.

PatientCalls, a trusted HIPAA Compliant Business Associate and leader among medical answering services, recently expanded on its alternative offerings of Secure SMS and Email Solutions to Covered Entities by developing and deploying PatientNOTE, an encrypted and password protected SMS solution for mobile devices, and which by integrating with [Google's Gmail](#) and Microsoft's Office 365 to transmit PHI encapsulated within encrypted and password protected PDFs.

Vince McGlone, PatientCalls' Director and HIPAA Compliancy Officer explains, "HIPAA compliancy cannot be taken lightly when considering medical answering services like us electronically store and transmit patient information (ePHI) all day, every day. Risk exposure is significant, with at least 60% of PHI breaches occurring under the Business Associate's watch and more than half of these breaches attributed booked to the loss or theft of storage devices as disclosed by HHS. Knowing these statistics and acknowledging smart phones are practically mandatory within the workplace made it imperative for us to act responsibly and expand on our alternative HIPAA compliant solutions to protect ourselves, our clients and their patients."

When asked why [PatientCalls developed their PatientNOTE secure solution, and offered PatientNOTE the product for free](#), and while offering integration with Google and Microsoft products, McGlone continued, "Creating our own secure SMS solution allows PatientCalls complete control in making sure patient information (PHI) is never stored permanently on any storage device, including smart phones and tablets. We understand that our medical and healthcare clients get beat up every day with other rising industry costs so we wanted to help stabilize monthly expenses, reduce our collective risk, and separate PatientCalls from our competition." In speaking about the competition, McGlone added, "the medical answering service space is fairly specialized, so offering the ability to seamlessly integrate with globally popular and HIPAA compliant solutions like Google's Gmail and or Microsoft's Lync and Office 365 allowed us to broaden our technical, logistical, and serviceable footprint. We are now capable of simultaneously supporting thousands of Covered Entities within the medical and healthcare industries. And our growth based upon referrals alone confirms that we moved in the right direction."

McGlone concluded with, "In the end, there are many business professionals looking for HIPAA

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guidance although they won't necessarily admit it, and we just want to help by providing common sense solutions which are readily and easily available."

About PatientCalls PatientCalls' resourcefulness in offering the most widely available secure SMS / Email transmission alternatives of all HIPAA compliant medical answering service providers originates comes from its experience in supporting its own proprietary answering service platform and from employing full-time development staff that support the unique capability of effectively integrating into any 3rd party solution's API and efficiently implementing SSL/TLS connectivity.

For more information, please visit www.PatientCalls.com Press Contact: Michele Hodges, 866.333.7922, email michele.hodges@patientcalls.com

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