Using PCC Tools to Connect to Your Data Safely and Securely

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Q&A and Networking

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Session Goals

1. Learn why Security is important

2. Understand the Options for Accessing your PCC system

3. Why do options change?

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Security

Why is security important?

Federal Law requires that Protected Health Information (PHI) is limited to authorized access.

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Security

How can I help reduce the risk of leaking PHI?

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Security

How can I help reduce the risk of leaking PHI?

Use a strong password

Apples = weak

Apples are good? = Excellent

Security

How can I help reduce the risk of leaking PHI?

Do not share your account password

Ever

Yes I mean never

Security

How can I help reduce the risk of leaking PHI?

Protect your credentials

- Username
- Password
- Token

Security

How can I help reduce the risk of leaking PHI?

Protect your credentials

- Username (sometimes this is needed)
- Password (never share)
- Token (never share)

Security

How can I help reduce the risk of leaking PHI?

Be smart. Vendors should never ask for your password. If they do…

"go fish"

Accessing your system

Users need to be authorized which is done by a pcc support staff member

Accessing your system

- RDP
- OpenVPN
- SecureConnect
- Patient Portal
- Pocket PCC

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Accessing your system

- RDP
- OpenVPN
- SecureConnect
- Patient Portal (was covered in previous session)
- Pocket PCC (not my area on knowledge)

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RDP

- Available for many platforms
- Simple to use
- No longer considered secure unless used with VPN

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OpenVPN

- Available for many platforms
- More complex to use than RDP
- Requires software and certificate to be installed
- Very Secure

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SecureConnect

- Uses built in Web Browser
- Simple to use
- Uses a Token
- Very Secure

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Accessing your system

- RDP
- OpenVPN
- SecureConnect

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Accessing your system

- RDP - No longer considered secure
- OpenVPN
- SecureConnect

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Accessing your system

- ~~RDP - No longer considered secure~~
- RDP + OpenVPN
- SecureConnect

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Accessing your system

- ~~RDP - No longer considered secure~~
- ~~RDP + OpenVPN~~ or OpenVPN + PCC EHR
- SecureConnect

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Accessing your system

- ~~RDP - No longer Secure~~
- OpenVPN + PCC EHR (Secure & Complex)
- SecureConnect

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Accessing your system

- ~~RDP - No longer Secure~~
- OpenVPN + PCC EHR (Secure & Complex)
- SecureConnect (Secure & Less Complex)

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Accessing your system

- SecureConnect (First Choice)
- OpenVPN + PCC EHR (Second Choice)

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SecureConnect

- Uses built in Web Browser
- Uses Two Factor Authentication (2FA)

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What is 2FA?

Two Factor Authentication (2FA) is generally something you know and something you have.

ATM Card = something you have + PIN=something you know

Token = something you have + Credentials=something you know

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What is Authy?

Authy is a phone based 2FA tool.

When used in combination with your username and password provides a very secure access method.

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Why Authy?

Authy was already being used for PCC eRx

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Getting Started

PCC's resource pages

- https://learn.pcc.com
- https://learn.pcc.com/connect-from-home

Get Authy

Google Play

App Store

https://authy.com/download

PCC supports the phone app only.

Security

Please turn on Authenticator backups in Authy and use a strong password that you will recall. ~~If~~ When you get a new phone the Authy app will not transfer tokens unless you can provide the password.

Using SecureConnect

Before you start

- You have Authy setup on your phone with password for backups set up.
- Steps 1 - 3 of the learn.pcc.com article

Using SecureConnect

Example

https://ACRO.pcc.com/secureconnect

Actual

https://uc.pcc.com/secureconnect

SecureConnect Demo

https://uc.pcc.com/secureconnect

Using RDP+OpenVPN

OpenVPN is great on a personal PC.

OpenVPN requires Administrative rights to install and operate. Not all users have these rights in corporate settings.

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Using RDP+OpenVPN

OpenVPN the product evolves and requires maintenance on PCC system and your PC.

Sometimes the two do not match.

You only need to use this option if you require remote scanning and printing at your home.

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Which should I Use?

SecureConnect unless it is missing a feature the OpenVPN has.

Presently remote Scanning and Print_to_EHR are OpenVPN only.

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Session Takeaways

1. Understand the importance of safeguarding PHI
2. Remote connectivity process is documented on learn.pcc.com
3. Security over speed

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References

SecureConnect
https://learn.pcc.com/connect-from-home

Authy Support

https://support.authy.com

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