

SECURITY AWARENESS EDUCATION FOR HEALTH CARE

Educate your staff on the latest security issues to ensure the proper handling of sensitive data and help fulfill HIPAA/HITECH compliance requirements with Trustwave Security Awareness Education.

For organizations that need on-demand security awareness training that includes staff evaluation and reporting for compliance purposes.

DEFENSE AT YOUR FRONT LINE

Your staff handles sensitive data as a part of their everyday routine, and ensuring they understand the security risks relevant to their duties is imperative. By educating your employees, suppliers, partners and customers, you reduce the chances that your organization will become a victim of today's data security threats, as well as ensure they can properly handle an incident should one occur. In addition, a number of industry and regulatory compliance initiatives require organizations to institute a formal security awareness program for employees.

Trustwave's role-based Security Awareness Education (SAE) program helps meet the requirements of all common compliance regimes by delivering up-to-date training that targets the right audience with the right content.

You can build a security awareness program using the Trustwave SAE portal that fits your organization's specific security goals. Our library of security awareness modules ensures that your program is tailored to each target audience, that completion of each module is tracked and that your staff has the knowledge to implement security best practices on the job.

Benefits of the Trustwave SAE portal include:

- Makes training easy and efficient with on-demand, Web-based content
- Demonstrates fulfillment of compliance requirements by tracking course completion and evaluation results
- Educates you and your staff on integrating regulatory and industry compliance and security into their
- everyday routine
- Keeps you and your staff informed of the latest in data security issues with quarterly content updates
- Increases retention by engaging learners with hands on activities

ON-DEMAND SECURITY AWARENESS EDUCATION

The Trustwave SAE portal provides a comprehensive suite of on-demand, Web-based training to help organizations meet industry and regulatory requirements specific to security awareness training. The hosted solution allows organizations to access content through our virtual learning portal without incurring the cost of creating their own program. The SAE portal delivers and tracks the results.

The role-based content is appropriate for both managers and their staff. The Trustwave SAE portal automatically tracks each employee's progress and test results. The collected tracking data provides simple reports on how the participants are progressing with their security awareness training.

COURSES FOR YOUR INDUSTRY

Trustwave's SAE program is designed to target a variety of industries and audiences.

Security Awareness for Health Care Front-Line Workers

Employees of health care organizations have the legal and ethical obligation to protect the sensitive patient and client information they handle every day. Security Awareness for Health Care Front-Line Workers trains health care employees to safeguard personal health information in all the ways it can be used. By the end of this course, health care workers will demonstrate basic knowledge of the U.S. federal laws governing information security in the health care industry. They will also be able to recognize their information security responsibilities and list best practices for managing and protecting valuable customer information.

Health Care Desk Worker

Desk workers encounter a broad range of information in their daily work through channels such as e-mail, the Internet, hard copy data and even simple conversations. Much of this information is sensitive and requires protection. Additionally, in the enterprise environment even general knowledge, that by itself is not confidential, could be used to gain access to sensitive information.

The modules in this course train employees to follow secure practices and keeping a watchful on the information around them. By the end of this course, enterprise employees will demonstrate basic knowledge of information security, security awareness best practices and the importance of information security in accordance with enterprise-level compliance requirements.

Health Care Call Center Representatives

Call center representatives discuss private information with customers, conduct payment transactions, handle credit card information and access systems containing sensitive data. It is important to apply secure practices to all of these processes. These modules train call center representatives to address the specific information security needs of a call center. By the end of this course, call center representatives will be able to demonstrate basic knowledge of information security, recognize call center specific security risks and list security best practices for protecting information in the call center environment.

Health Care Call Center Managers

Call centers process large amounts of sensitive information every day, such as customers' social security numbers, credit card numbers, and health and financial data. Call center managers are responsible for not only managing their employees but for managing the security of their call center. The course teaches managers to act as information security chiefs by recommending secure practices and addressing the specific information security risks and requirements of a call center. By the end of this course, call center managers will be able to recognize their security responsibilities and the laws and regulations, security processes and best practices that help to keep call center information secure.

IT and Engineering Staff

IT and engineering staff are responsible for developing, implementing and managing solutions with security in mind. The modules in this course address the specific security issues, processes and requirements of IT and engineering departments. By the end of this course, IT and engineering staff will be able to recognize their security responsibilities and the laws and regulations, security processes, and best practices that help to keep information secure.

Job roles that may benefit from these courses include:

- Physician
- Nurse
- Pharmacist
- Social Worker
- Medical Receptionist
- Pharmacy Technician
- Emergency Medical Technician
- Hospital Porter
- Medical Claims Processor
- Health Records Clerk
- Rehabilitation Services Coordinator
- Transcriptionist

WHY DO YOU NEED TRUSTWAVE'S SECURITY AWARENESS TRAINING?

Created, Hosted by a Compliance Leader

With Trustwave, a leading provider of compliance and data security solutions, you will meet your HIPAA/HITECH compliance requirements and strengthen your security posture.

HIPAA Requirements

HIPAA requires covered entities to implement security awareness training programs for their entire workforce. Trustwave SAE helps you implement, manage and track a formal, measurable employee security awareness program that satisfies an auditor's scrutiny.

On-Demand Resources

Allow your security and compliance teams to focus on their duties and let the Trustwave SAE portal do the work for you. With Trustwave's on-demand solution, you don't need additional resources and infrastructure to develop, maintain and deliver security awareness training content.

Testing

To help you meet your compliance obligations, Trustwave's SAE program delivers relevant security awareness tests and records the results in simple reports.

SCORM 1.2 Compliant Content

Publish the Trustwave SAE content to your existing SCORM-compliant learning management system (LMS). You can deliver security awareness training using your own infrastructure and leverage all of the reports and notifications you usually use to educate your employees.

Custom Content Development

Engage a Trustwave education expert to create custom content for your organization. Or choose to license Trustwave's proprietary XML-based content authoring tool to customize the SAE lessons. The authoring tools generate SCORM 1.2 compliant packages that you can publish to the SAE portal or your own SCORM-compliant LMS.