AudioCodes SmartTAP™
HIPAA Rules Adherence

The Health Insurance Portability and Accountability Act (HIPAA) sets out rules governing how personally identifiable information held by healthcare and health insurance providers should be protected from fraud and theft.

SmartTAP provides healthcare organizations with robust tools to maintain HIPAA compliance when managing recorded meetings that may contain Protected Health Information (PHI).

Key HIPAA-compliance features and their support by SmartTAP:

Information Access Management

- Microsoft Azure Entra ID Authentication - leverages organization's existing security infrastructure for user authentication.
- Role-Based Access Control - enables granular permissions management:
  - Administrators can control system-wide access.
  - Default Administrators and those with provided privileges can manage access to their recordings.
  - Delegate permissions available for flexible management.

Audit Controls

- Comprehensive Logging - all user actions in the system are recorded.
- Detailed Access Tracking - logs maintain records of:
  - Who accessed call recordings.
  - When recordings were accessed and played back.
  - What actions were performed in the system.

Data Security

- Encryption at Rest – all recordings and meeting data are stored encrypted.
- Encryption in Transit – all communications use secure protocols.

Data Management

- Retention Policies – automated policies for managing recording lifecycles.
- Deletion Controls – multiple options for removing sensitive data (Must Sign compliance exception waiver):
  - Default Administrator-level deletion.
  - Roles based deletion by setting access permission.
  - Automatic deletion based on retention policies.
- User Data Management – tools for managing user information:
  - Ability to remove users from the system once no user calls are associated in the system.

Privacy Controls

- Call Access Management – administrators can control:
  - Who can access call data
  - Who can playback calls
  - Who can perform actions on call such as add/edit tags & notes, perform on-demand capabilities,
- Content Controls – options for managing sensitive content:
  - Utilize Pause/Resume and Record on Demand to stop and start recordings
  - Ability to delete recordings (With compliance exception waiver)
  - Management of Analytics insights.
  - Controls for editing call transcriptions (future)

Through these features, SmartTAP enables healthcare organizations to:

- Maintain control over potentially sensitive recorded content.
- Ensure appropriate access to meeting recordings.
- Track and audit all system activities.
- Manage data according to organizational policies.