

# Top Mobile Communications Risks and Concerns for Healthcare Organizations

Healthcare employees are using mobile devices to communicate in new and innovative ways that can benefit your institution. However, with this communication comes new risks that can damage personal reputations and cast your healthcare facility in a negative light.

## OpenText Archives Mobile Communication Data for:

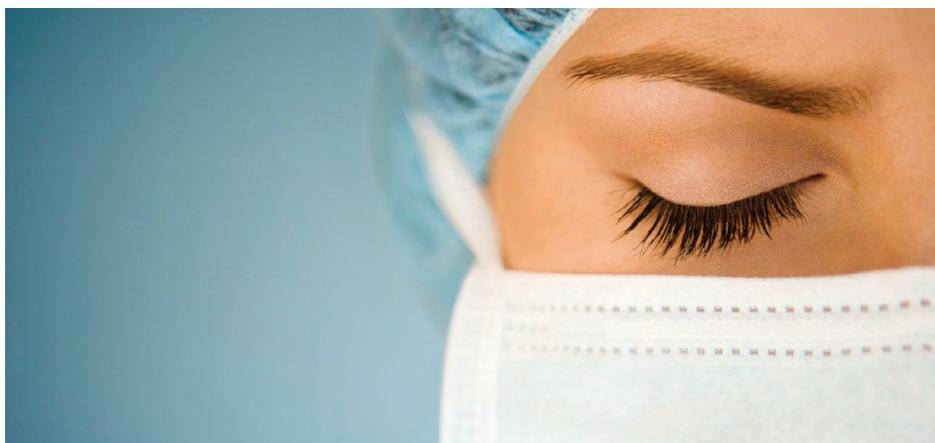
- + OS
- + Android
- + BlackBerry
- + Text messages from the mobile carrier

OpenText Mobile archives text messages, multi-media messages, secure messages, phone call logs, PIN, BBM, and BBM Enterprise messages in one central archive.

**“As a health care organization, Health First is always undergoing some sort of litigation process and we needed to gain more centralized control over the email archives. Micro Focus (now part of OpenText) satisfied this requirement, and put ediscovery responsibilities directly into the hands of Health First’s legal team. Micro Focus (now part of OpenText) lifted a huge burden from our IT staff, and provided instant results to the legal team.”**

**DANIEL BRAY**

System Operation Analyst  
Health First



Some of the risks of using mobile devices at medical office include:

- Medical records and payment history confidentiality
- Financial loss
- Leakage of protected health information (PHI)
- Discrimination
- Loss of productivity
- Potential litigation
- Monitor mobile communications of field personnel for safety.

## Specific Communication Archiving Compliance Regulations for Healthcare Organizations

Because healthcare organizations have become highly regulated, they have been forced to not only be aware of regulations but to also be in full compliance with them. Two of the important regulations and guidelines for archiving and retaining electronic communication are listed below. Compliance with these regulations will help your organization avoid fines, sanctions, and other penalties. Compliance can also help to protect confidential patient information and prevent doctors, or other healthcare workers, from the risks involved with email, mobile data, and social media misuse.

**“We are doing everything we can to stay compliant with text messages and phone calls. The only way to say it and mean it, is to have a system like Micro Focus (now part of OpenText).”**

**STEVE CORDER**

Asst. Athletic Director for NCAA Compliance  
University of Detroit Mercy

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**HIPAA:** Regulates health care providers' management of PHI, which includes medical records and payment histories. Organizations must maintain a record of all messages to prove they did not contain PHI, and any messages that did contain PHI were sent through the proper and encrypted channels.

### **OpenText Mobile Archiving**

OpenText™ archives SMS/MMS/RCS, BBM Enterprise and more. This means there is no need to tether or sync the device and archiving is done in real time.

OpenText features carrier level archiving of text messages. This gives you oversight on mobile communication data for your iOS, Android and other mobile devices on the mobile carrier network. This solution is ideal for environments

with corporate-owned devices, BYOD, or a hybrid environment of both.

With this mobile archiving functionality, you don't lose valuable information, your organization stays compliant and your sensitive data stays securely within your organization.

**Retain Unified Archiving:** OpenText™ Retain provides unified archiving of all business communication, including multi-platform email, social media, and mobile communication for data management, oversight, and compliance. Retain includes built-in eDiscovery and search tools, easy archive access to end users and administrators and it can be deployed on premise or in the cloud.

Learn more at  
[www.opentext.com](http://www.opentext.com)