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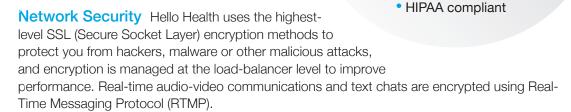
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The Hello Health Electronic Health Record: Security to the Fourth Power

At Hello Health®, we take security seriously. That's why we have developed a comprehensive Four Point security program to protect your clinical data at all levels – from user permissions security and compliance to network and data center security. Here's an overview:

Data Security Your data is hosted at geographically diverse data centers that maintain the highest security standards available, with full disaster recovery, load balancing and real-time back up protocols. Data centers are staffed with onsite guards, and apply biometric and electronic monitoring, and other physical security protocols. Hello Health conducts regular data center reviews by third party auditors to promote conformity with standardized Service Organization Control (SOC) 2 principle criteria. SOC2 replaces the previous SAS 7 standard, and provides a stronger oversight mechanism, so you can rest assured that your data is not vulnerable.



User and Access Security Hello Health has designed a role-based access control (RBAC) approach, for restricting system access to authorized users. Access to individual patient information is restricted to the patient, the health care provider or any approved third parties, and data is only accessed through the application layers of our secure servers. Hello Health includes a full auditing process to track every modification to the patient's health record. Session identifiers along with IP addresses are recorded in the database. Unsuccessful login attempts with IP addresses are also recorded, and all data is encrypted based on Meaningful Use standards.

Security in the Cloud: Leave it to Us!

As a web-based solution, Hello Health offers an advantage over our client-server based counterparts. We handle the backups, upgrades, load balancing, and other security protocols from our secure data centers so you don't have to. You eliminate hours and hours each year of Information Technology (IT) headaches, and reduce your overall health information technology investment by eliminating the need for servers and IT staff or consultants. All you need is an Internet connection for secure, on demand access to your clinical data, and our IT professionals will take care of the rest.

Regulatory Compliance Hello Health fully

business processes.

complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Meaningful Use security requirements outlined in the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009 and validated by the Certification Commission for Health Information Technology (CCHIT®), an Office of the National Coordinator (ONC) authorized certification body. Hello Health employees receive ongoing HIPAA training, and we use third party auditors to regularly review our operations and

Feel Secure With Hello Health

Meets or exceeds Meaningful Use

standards for encryption protocols

99.9% uptime for our system

Ongoing third party security

Full disaster recovery

assessments

