

Dexcomm Gets HIPAA

Customer Service Dedication Experts
History In-depth Training Innovative technology

Since 1989, before the implementation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Dexcomm focused on and conducted confidentiality training because of our long history and understanding of the medical community we so proudly serve.



Starting in 2003, operators were introduced to two subject matter experts (SMEs); one with a registered nurse (RN), who has over 25 years of experience, and an attorney, who specializes in HIPAA regulations. The attorney educates the operators on HIPAA rules and regulations and impresses the magnitude of compliance without waiver. The RN explains operationally the aspects of the medical community and how to provide the best customer service and messaging when speaking with doctors, other nurses and various healthcare providers. Our operators must pass a written test on both SMEs seminars.

Once the successful completion of the initial training period is completed, their education is not over; operators progress into advanced training. In this ongoing phase, they attend monthly in-services and are consistently monitored and evaluated by a large team of managers and executives.

We are committed to bring our award-winning service and in-depth knowledge of HIPAA to a new standard of excellence. Dexcomm experts have recently founded and instituted a national certification program for medical operators. This program is designed to develop a superior class of operators, who answer for the medical community, which will change the way our industry serves you.

Dexcomm is committed to the protection of your clients' Protected Health Information (PHI) by implementing the following safeguards:

Administrative Safeguards

- Regular in-house training and instruction of HIPAA and HITEC
- Education provided by a legal HIPAA consultant and RN
- Background checks and regular drug screening of staff
- An expert Security and Privacy Officer
- All employees, visitors and contractors are required to sign confidentiality agreements upon entering site

Physical Safeguards

- Password protected access to information and facilities
- Proper destruction of documents and equipment

Technical Safeguards

- Multiple levels of encrypted data backup and security
- Innovative secure messaging systems for mobile devices
- Continuous implementation of software updates

Additionally

- Develop and maintain educational HIPAA literature and workshops available for stakeholders and staff
- Establish the first-of-its-kind, nationally recognized Certified Medical Operator Program

get it from us

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