

15 Critical Questions

Every Medical Office Must Ask Their MSP

Securing sensitive patient data and ensuring stringent compliance with regulations is an undebatable necessity in healthcare. Your Managed Service Provider (MSP) plays a pivotal role in shielding your practice from cyber threats and data breaches. Are you confident in their abilities?

Below are essential questions to assess the efficacy of your current MSP in safeguarding your medical practice:

- 1 • "How comprehensive and swift is our data recovery process in case of an emergency?"
- 2 • "What measures are actively in place to ensure continuous HIPAA compliance?"
- 3 • "Is regular staff training on cybersecurity and phishing included in your service?"
- 4 • "How are our IoT medical devices secured against potential cyber threats?"
- 5 • "Could you detail the proactive steps we are taking to prevent ransomware attacks?"
- 6 • "How is the onboarding/offboarding of employees managed to maintain internal security?"
- 7 • "How do you evaluate and secure third-party vendors integrated with our systems?"
- 8 • "What specific mechanisms defend our practice against phishing scams?"
- 9 • "How is our software maintenance handled to guarantee up-to-date system security?"
- 10 • "In a data breach scenario, what immediate actions does your team initiate?"
- 11 • "Are our telemedicine interactions secured to preserve patient confidentiality?"
- 12 • "What strategies are employed to secure any legacy systems we operate?"
- 13 • "How frequent are our security risk assessments and penetration testing?"
- 14 • "How do you ensure the secure transmission of sensitive data within and outside our network?"
- 15 • "How is our cybersecurity strategy tailored to our practice's specific needs?"

The clarity and confidence in your MSP's responses to these questions are as crucial as the protective measures. If there's any hesitation or ambiguity in their answers, it's a signal your practice might not be as secure as you believe.

C Solutions specializes in fortifying small medical practices against evolving cyber threats while ensuring regulatory compliance and operational efficiency. If your current MSP's responses do not inspire 100% confidence, it's time for a conversation with Ron at C Solutions. Let us bring you the peace of mind you deserve.