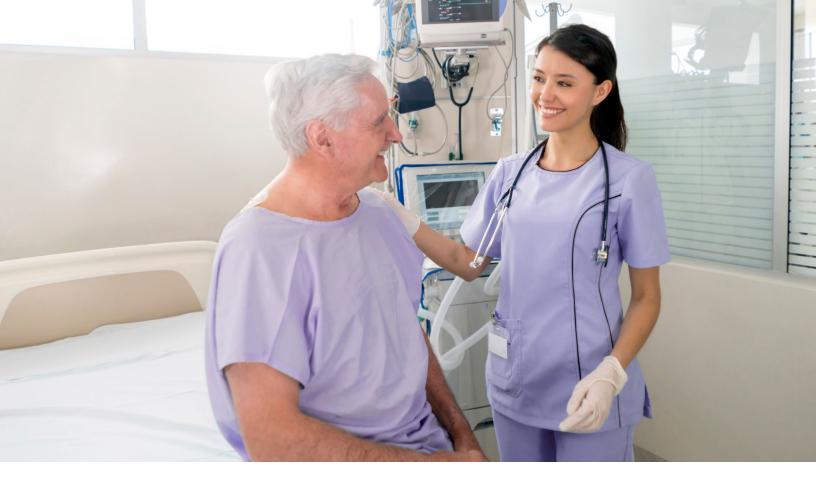# Privacy within Swisslog Healthcare Pharmacy Solutions:
Frequently Asked Questions

Your patients' Protected Health Information (PHI) is a priority for Swisslog Healthcare. Here is how we help protect you and your patients.

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Q: Does Swisslog Healthcare keep any patient records?

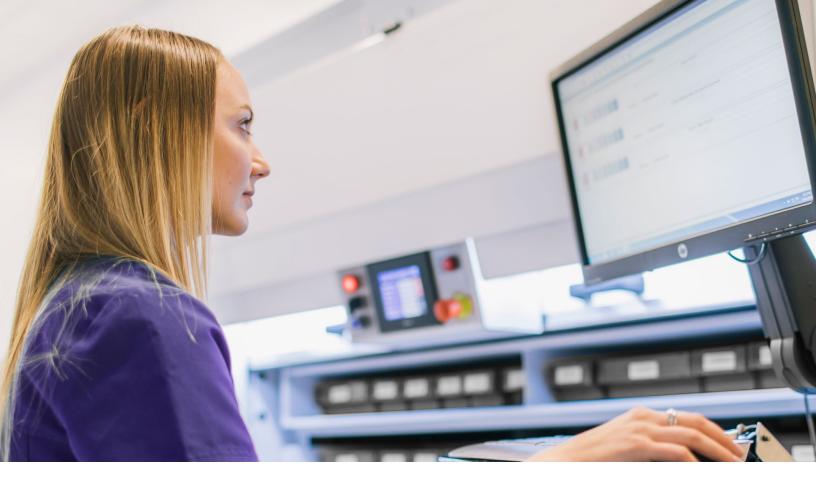**A:** No. While Swisslog Healthcare Pharmacy Automation Systems do have access to some electronic Protected Health Information (ePHI), we do not collect or store any records on our equipment.

Q: Where is our data kept and can it be accessed?

A: Hospital database(s) (that run on Swisslog Healthcare systems), records and back-up data are all maintained on servers owned by the hospital. These (virtual or physical) servers store records of dispenses and transactions for a minimum of 3-5 years depending on state regulations. As the owner of the server space, you determine access and permissions to the data.

Q: Are the records protected?

A: The Swisslog Healthcare software, network, and equipment within your hospital's network are protected by regular malware and antivirus updates provided by the hospital according to its security policies. The servers are protected by the hospital's standard security procedures as well.

Q: Who can access our Swisslog Healthcare equipment?

A: Only designated hospital staff members that have been granted permission and individual credentials can access our system. We customize your pharmacy solution to require password updates and implement automatic log-off functions to best match your needs. Additionally, upon your request, the Swisslog Healthcare technical support and field service teams will have access to your equipment for maintenance and troubleshooting, subject to Swisslog Healthcare HIPAA policies and procedures and your requirements, which have been made known to our technicians.

Q: Does the equipment transmit data over the Internet?

A: No. Since all of the data resides on the servers, transmitting information is never required. The Swisslog Healthcare technical team may require Internet connection through a secure VPN access to assist in troubleshooting, however, that is the only instance where Internet access would be required.

Q: Is there a back-up system in case of emergency?

A: Generally, hospitals perform full-day or two-day backup along with transactional log backups every 15 minutes. However, we will work with you to customize the backup function to meet your policy and procedures. If the network becomes inaccessible however, so does the Swisslog Healthcare equipment unfortunately. Once the network is restored, your IT team will restore to the latest information saved and Swisslog Healthcare will be able to map into the system to verify the system was restored properly.

Q: Has Swisslog Healthcare developed any policies or procedures pertaining to the privacy and security of protected health information?

A: Yes. Swisslog Healthcare is your partner in protecting your information and takes privacy and security matters seriously. We have developed policies and procedures to implement the requirements as noted within the HIPAA regulations.

CONTACT

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