



Caredove and HIPAA

Your Data Is Safe With Caredove

Caredove streamlines your intake flow, gets the "phone tag" out of referrals, and connects people to the home care and community services they need. What we *don't do* is put confidential patient data at risk.

We built Caredove from the ground up to *protect* data privacy and security. We've *chosen* to be compliant with HIPAA Regulations, even though HIPAA does not legally apply to Caredove. Caredove is not a conduit for clinical data. Caredove is a service that connects people with needed care and services. But because even medical appointment, scheduling and calendar data can be protected under HIPAA law, Caredove treats *all* data as highly confidential.

Caredove Complies with HIPAA Voluntarily

Although we work *with* many healthcare providers, Caredove provides its unique services *on behalf of* patients and consumers – not on behalf of healthcare providers. This puts Caredove *outside* of HIPAA. Nevertheless, Caredove has *voluntarily* complied with every HIPAA requirement possible, so you don't have to worry about data safety.

How Caredove Complies with HIPAA

Requirement	Citation	What it Means
Risk Analysis	§164.308(a)(1)(ii)(A)	Caredove has studied internal and external risks to PHI and instituted steps to reduce data risk.
Privacy and Security Policies, Processes, Procedures	§164.316 and §164.530(i)	Caredove has enacted all HIPAA-required practices designed to ensure safe data handling.
Privacy Personnel Designation	§164.530(a)	Caredove has designated a Privacy Officer to oversee and be responsible for data safety.
Workforce Training & Management	§160.103	Caredove has trained all members of its workforce on handling data safely and securely.
Mitigation Procedures	§164.530(f)	Caredove has a process to mitigate any harmful effects from inappropriate data disclosure.
Data Safeguards: Administrative, Technical, Physical	§164.530(c)	Caredove has in place all the specific data safeguards called for in the HIPAA Regulations.
Breach Notification	HITECH §13402	Caredove has a process to notify affected parties in the unlikely event of a data breach.
Complaints Resolution Process	§164.520(b)(1)(vi)	Caredove has a process to accept and resolve any data privacy or security complaints.
Documentation & Record Retention	§164.530(j)	Caredove retains all HIPAA compliance-related documentation for the required periods.

Caredove Complies with HIPAA to Help YOU Comply with HIPAA

Caredove's HIPAA compliance helps *you* remain HIPAA compliant. To maintain *their own* HIPAA compliance, HIPAA-regulated entities must ensure that any services they use – if they involve PHI – must hold to the same HIPAA standards that they do. With Caredove as your referral and intake engine, your HIPAA compliance -- like your patient data -- is safe and secure.

Caredove Signs Business Associate Agreements (BAAs) on Request

Some Caredove clients *are* subject to HIPAA, and may want a BAA with Caredove. For those organizations, we're ready. Caredove maintains a fully HIPAA-compliant BAA and signs BAAs upon request.

Your Data Is Safe and Secure with Caredove

Referrals flow better, and intake is easier with Caredove. But great service and benefits are not enough. Because Caredove complies with HIPAA's strict requirements for data protection, and because sensitive data is limited on our systems, you can depend on the privacy and security of your data with Caredove.