



HIPAA & PCI Security  
Standards | E-Brochure





# HIPAA & PCI Security Standards E-Brochure



## What HIPAA and PCI Compliance Means to Customers.

The health care and credit card industries have both experienced a growing trend of sharing their customers' confidential information with call center providers in order to improve their customer experience, increase access to services and operate more efficiently.

As these two industries' networks expand, providers and their vendors must ensure that the protection of patient/client privacy continues to meet HIPAA and PCI standards. With Dialog One's call centers, customers are ensured that their information is safe, secure and complies with the HIPAA and PCI rigorous standards. The standards listed on this page illustrate the shared responsibilities of providers and vendors for compliance when operating a call center.



### HIPAA COMPLIANCE & SECURITY STANDARDS

- Environmental awareness
- Password protection on workstations
- Headset required for video interpretation services
- Point-to-Point Connectivity
- Dedicated space for interpreters
- Interpreters HIPAA trained
- 128bit encryption of audio and video data over public internet
- Patient information is not tracked/recorded
- Business associate Approved

- AES 128bit Encryption
- Secure Data Center
- Administrator Login Password Protection
- Point-to-Point security measures
- Logs created to track users in the calls
- Secured data center
- HIPAA trained

- 128bit encryption of audio & video data over public internet
- Computer-based platform leverages client's computer hardware platform
- Policies
- Headset and/or speakerphone compatible
- Initiation of the video session conducted by clients only
- Patient information is not tracked/recorded
- HIPAA Trained

### PCI COMPLIANCE & SECURITY STANDARDS

- Call center agents sign PCI compliance policy
- PCI compliance and awareness training
- Does not retain paper reports

- Personal credit card information not tracked or audio recorded
- Does not retain signed data, nor do we store, process or transmit cardholder data
- Service providers signed compliance agreements and are supervised by a Dialog One officer
- Privacy and security consulting HIPAA officer on staff

- 128bit encryption of audio & video data over public internet
- Policies
- Headset and/or speakerphone compatible
- HIPAA Trained

## Translators + Interpreters + Cultural Mediators + More



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[www.dialog-one.com](http://www.dialog-one.com)

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