

Clinicea 360° SECURE

At Clinicea we look upon security not as a one-time exercise, but an ongoing responsibility that requires our IT experts to diligently work to stay ahead of potential threats. We worry about your data so you don't have to.

Data Ownership

At Clinicea, we enforce the policy that the data belongs to the You, the Client, not to us. We are custodians of that data and use all means necessary to ensure the data is secured from all threats internal or external. Under no circumstances is your data, open to any kind of usage, de-identified or otherwise, for any purpose, other than to troubleshoot an issue reported by the owner of the data i.e. You.

We do not work with, have never worked with and do not intend to ever work with, Pharmaceutical Companies, Insurance Companies, Data Aggregators, Research or Marketing Agencies and likewise, that seek medical data for statistical, marketing or other purposes.

Clinicea therefore prices its services well knowing that the subscription fee it gets from You is its only source of revenue, ensuring the services can be delivered on a profitable basis thereby eliminating the need for Clinicea to look for other revenue streams to sustain itself.

Clinicea is also operating in several countries which have well-defined stringent healthcare privacy laws, requiring amongst others, compliance with Standard Model Contracts in EU, PDPA in Singapore and HIPAA in USA. Since Clinicea is a single global platform, common across countries, the benefit to You is that you will enjoy the most stringent set of data security measures around your data, even though such measures may not be mandatory in the country You operate in.

We fully understand the trust You have placed on us to store your Patient data, which is why, under no circumstances, for commercial or otherwise, have we or will we ever entertain any access to Your Data to anyone other than the rightful owner i.e. You.

Data Storage

Clinicea solution's (EMR) runs within highly secure data centers managed and operated by Microsoft Global Foundation Services (GFS). These geographically dispersed data centers comply with key industry standards, such as ISO/IEC 27001:2005, for security and reliability. They are managed, monitored, and administered by Microsoft operations staff that have years of experience in delivering the world's largest online services with 24 x 7 continuity.

Data Access

Internal access to data within the EMR is controlled by stringent user authentication & authorization, well-defined roles & access-levels, strong login passwords, and user inactivity locks.

You can lock down access to ex-staff, access to existing staff after clinic hours, as well as to anyone outside of the physical premises of the clinic by enabling static IP access. This ensures that even with compromised credentials, a user cannot gain access to your account, unless they can physically access your clinic's network. Only the administrator is allowed to override this access.

External access to physical site where data is stored is secured by armed guards, biometric security, data back-ups, redundant power supplies and fire deterrent systems.

Data Durability

Data durability and fault tolerance is secured by maintaining multiple copies of all data in different physical nodes located across fully independent physical sub-systems such as server racks and network routers. At any one time, we keeps three replicas of data running—one *primary replica* and two *secondary replicas*. If a hardware fails on the primary replica, our system auto-detects the failure and fails over to the secondary replica. In case of a physical loss of the replica, our system creates a new replica automatically. Therefore, there are at least two physical transactionally consistent copies of your data in the data center, at any given moment.

In short, you never have to worry about data backups and hardware failures, ever again.

Data Extraction

Although Clinicea hosts and protects your medical practice data, you retain full control over it. You can access it at any time and from multiple locations. You have the ability to export, transfer and download with no risk to your data's security. It has never been easier or safer to collaborate with multiple people and practices to provide exceptional patient care.

You also have the right to extract and take with you your data should you choose to move out of the Clinicea Platform. The data is made available in universal formats of csv and xml.
