



## CONSIDERING THE CLOUD?

In addition to selling in-house software, Ability Clinical has cloud-based offerings. The cloud offers convenience, 24/7 accessibility and continual upgrades. **Please be aware of the many differences whenever using cloud-based software.**

**LIABILITY:** Patient information is the number one target of identity thieves. It contains your patients' Social Security info, life threatening illnesses, medications, mental illnesses, where they work, where their children go to school, next of kin info and so much more. Consider also if data is jeopardized or you can't access your patients' medications lists. Your patients truly trust you with their family's lives and where their data is stored.

**ACCESSIBILITY:** Florida, Texas and Louisiana practices, after enduring several hurricanes, can share their nightmares when many Internet provider services were down and access to patient data was impossible! In-house systems are your guarantee that your data remains in YOUR hands.

If/when a cloud based company is shut down even temporarily for any reason, for example, if the government has any need to investigate wrong-doings, breaches, etc., you lose access to your data. Even Yahoo's management was shaken up over a CEO lying on his resume! What if a cloud-based EHR CEO is caught selling information (there's huge money in that, by the way)? Their servers could be shut down for an indeterminate amount of time until any issues are resolved.

With an in-house system, should the company that originally made the software go out of business, your program continues to work. You have the data safely on your computer. In most cases that data can be easily converted for use in another program whenever you do decide it is necessary.

Still need 24/7 remote access? You can set up one of many secured remote access programs to connect to your office's server. Microsoft Server includes a two user Remote Desktop application which can easily be expanded as needed. Whether or not you use the cloud, a quality firewall appliance is advised to protect your network.

Need a GREAT use for the cloud? Automated, encrypted backups on the cloud will save the day should your server crash. If your backup company ever gets shut down, you'll still have the originals on your own computers. Simply find another secure backup company and re-backup your data.

**VULNERABILITY:** *Where* is your data? Although the corporate address says "Good Ole U.S.A.", many Tier 4 data centers with the highest HIPAA compliancy have servers in China, India, Portugal and more. No matter what is "said", once you go online, you truly have no idea where your data resides.

In your office, you have a finite number of employees that you have personally hired. Once you fire them and they leave your door, they can no longer access your data unless of course, you have a cloud-based system they can access from anywhere.

In data centers where cloud-based systems are stored, there are hundreds, sometimes thousands of employees. You have no idea who lurks in the computer rooms or what hiring practices they use or enforce. Just one disgruntled employee using the right codes can destroy or steal your data.

"But, the banks use the cloud!" Yes, and banks have been repeatedly hacked over the past few years (CitiGroup, MasterCard, Sony, HomeDepot, et al). Should you chose to change bank accounts, you withdraw your money. It's a one item deal involving moving a series of digits. Again, it's just money, not lives. Should you choose to change your software, good luck retrieving your data in a usable format for use in a different system. That process alone can take weeks or months.

**CONTINUITY:** Software companies can change ownership any given day. They do. Within 5 years, Medisoft was sold to NDC Health, later sold to Per-Se Technologies then sold to McKesson, who eventually sold to e-MDs. Medisoft went from having over 700 dealers to down to just over a hundred. Another long-established EHR company recently decided to discontinue its cloud-based offering. Wouldn't that be a heck-of-an-email to start your day? Your cloud system could easily be sold to a company in a country not governed by HIPAA. Who will own your data next year?

**AFFORDABILITY:** Cloud-based companies do not SELL software. They RENT it... forever. "FREE" systems? Those too can easily hit you with fees and raise fees at any time down the road, especially once they have a few thousand of your records in their system. Imagine the downtime of starting over, once you are unhappy with your cloud company?

Personally, I love the concept of perpetual income, who doesn't? If a client insists on paying for a cloud-based system, with a complete understanding of all the risks, we are resellers of totalMD's EHR ASP version, housed in Tier 4 locations.

**FALLIBILITY:** Cloud companies will argue "What if your own network fails?" Good point. The simple answer... purchase dependable hardware systems for your office. Today's computers are very inexpensive and you need a good, solid network anyway for day to day operations (printer sharing, marketing/graphics programs, payroll programs, presentation software, video editing, etc.).

Besides, if just your Internet router or network switch fails (YOUR ONE CONNECTION FOR ALL COMPUTERS IN YOUR OFFICE), no one can get to your cloud data anyway, right? With most in-house systems, as long as you can get at least ONE computer up and running, you can still have a functioning office.

**DEPENDABILITY:** Cloud-based companies control what they add or remove and when they add it to their programs. You have no choice but to accept it. With an in-house system, YOU decide if you want to install any updates or upgrades. If your program is working fine, seriously, why would you make changes?

Before NPI numbers were assigned, most practices did not need to upgrade their software for many years. After the ANSI 5010 and ICD-10 changes are handled, a practice may not have a need to upgrade their software for another decade. Cloud users will still be forced to pay "rent" continuously.

Our quality, HIPAA ready and ONC-ATCB certified in-house products are ready for you. TotalMD EHR is also available in a cloud-based version. Ability Clinical Technologies has been supporting over 1000 practices and billing services since 1993. We constantly seek the best software and the highest value for our clients and we look forward to serving YOU!

Ability Clinical Technologies – Visit us at [www.AbilityClinical.com](http://www.AbilityClinical.com)

**"Concierge for your practice...Bodyguard for your patient data."**

