

WestFax HIPAA Statement

WestFax is committed to protecting all private health information (PHI) you may transmit and receive using the WestFax system whether Westfax is a “business associate” under HIPAA (Health Insurance Portability & Accountability Act) or not. A “business associate” is a person or organization that performs certain services for a covered entity that involve personal health information. Accordingly, a covered entity may use a “business associate” to create, receive, maintain, or transmit electronic protected health information on the covered entity’s behalf only if the covered entity has received satisfactory assurances from the “business associate” that personal health information will be appropriately safeguarded.

The intention of the WestFax HIPAA Statement is to provide satisfactory assurance that WestFax will safeguard all information faxed or otherwise transmitted to and from the covered entity using the WestFax system. WestFax has implemented organizational and technical safeguards that fully comply with the Telephone Consumer Protection Act of 1991 as amended (“TCPA”) in order to protect the confidentiality and integrity of information being communicated using the WestFax system.

WestFax Technical Safeguards

The Fax Production Servers

- The fax production equipment used by WestFax is located at a facility that provides 24-hour physical security with redundant power generators and air conditioners, as well as fire protection systems. Access to the facility is safeguarded by finger print scanners with video surveillance.
- WestFax employees do not have access to the WestFax production equipment except when necessary for system management, maintenance, upgrades, and monitoring. As a result, the information contained in every fax order is proprietary to the customer, and is protected and secure.
- To the extent Westfax employees have access to or encounter any protected health information in a fax order, such information remains confidential and safeguarded as required by HIPAA guidelines.
- WestFax enforces tight operational and system-level security by using a minimal number of access points to all production servers.

Internal Network and Data Encryption

- Multiple firewalls protect the network from outside intrusion. Firewall and monitoring systems are all properly licensed from industry leading, well known and established vendors. WestFax monitors, logs and analyzes network and firewall data.
- WestFax licenses the strongest and most recognized data encryption products on the market today, including SSL Certification and PGP, public and private key encryption algorithm.
- Inside the firewalls, network systems are safeguarded with network address translation, port redirection, non-routable IP addressing schemes, and more.
- All networking components, SSL accelerators, Web Servers, Production Servers, Database Servers, and Application Servers are configured in a redundant environment. All customer data is stored on Database Servers that are clustered with mirrored drives.
- Database access is controlled at the operating system and database connection level. Access to the production database is limited by points, with a small number of unique passwords.
- Fax document and list storage settings are completely flexible and can accommodate immediate deletion requirements for the highest level of security.
- Users can access the WestFax service via online and through our API (application programming interface) using a valid username and password combination that is encrypted via SSL while in transmission. An encrypted session ID cookie is used to uniquely identify each user.