



The Secure Remote Workspace: Prochant's Answer to COVID-19

Prochant takes seriously the health, safety, and security of our clients and employees. In response to the COVID-19 pandemic, we have implemented secure remote workspaces (SRWS) for our team members that are working from home.

What is a secure remote workspace (SRWS)?

Secure, remote workspaces (SRWS) are secured, remote workstations enabled with the following software: active directory, anti-virus, ransomware, and system security management.

How do employees receive SRWS?

Employees receive pre-configured laptops with access to their respective workstations via remote access only. A virtual private network (VPN) connects to Prochant's firewall to prevent unauthorized access to or from our network. To avoid duplicate logins, we have enabled identity encryption using identity and access management (IAM).

In addition, employees receive special teleworker training. Employees must sign non-disclosure agreements and HIPAA forms, as well as comply with HITRUST requirements.

What other protections are in place?

Prochant's remote employees may only access whitelisted applications and websites. We have a three-layered firewall at anti-virus level, web gateway level, and internet level, which prevents access to dangerous or unintended websites and applications.

We have also implemented the following protections:

- Disabling of cut, copy, and print functions for remote employees;
- Real-time tracking and monitoring of computer activity;
- Protecting network systems against external cyber threats; and
- Using Bitlocker to encrypt all data stored in our systems.

For additional questions or concerns, please reach out to your account manager. Prochant also provides daily industry updates about COVID-19 on its HME billing blog at <https://bit.ly/2wwCFQS>.