

## The Patient Registration Station and Patient Privacy

Kiosks and self-service units are commonplace in all aspects of our lives. We use them at banks, airports, grocery stores and gas stations. Registration stations, like the one used at our practice, are increasingly common in healthcare. Registration stations allow patients the convenience of self-service check-in and allow you to fill out forms electronically instead of using paper.

Kiosks used in healthcare must be HIPAA compliant and adhere to strict privacy rules. The station we use in our office complies with all government regulations regarding the protection of patient information. The registration station has the following protections in place:

1. **Lenticular privacy screen.** The station has an embedded privacy filter that prevents other people from seeing what is on the screen. You must be standing directly in front of the registration station to see the screen. To test the effectiveness of this, try standing just a little to the right or left, you will notice you are unable to see the data on the screen.

2. **HIPAA and SOC1 compliant data storage.** The registration station itself stores no data. The data you enter on the screen is encrypted and stored on HIPAA compliant servers. The servers are housed in a SOC1 data center which provides the highest level of security and is audited annually by outside auditors to confirm compliance. Encrypted data storage is much more secure than paper. Paper documents are handled by multiple people and can be misplaced, copied or stolen. The data you enter in the kiosk is encrypted and only accessible by authorized personnel. Every time your information is accessed, we track who looks at it and what, if any, changes they make to your information. The patient registration station puts you in control of your information. You view what we have on file and you update it as needed.

We are proud to offer you a secure and convenient patient registration experience. Please let us know if you have other questions or would like more information.

