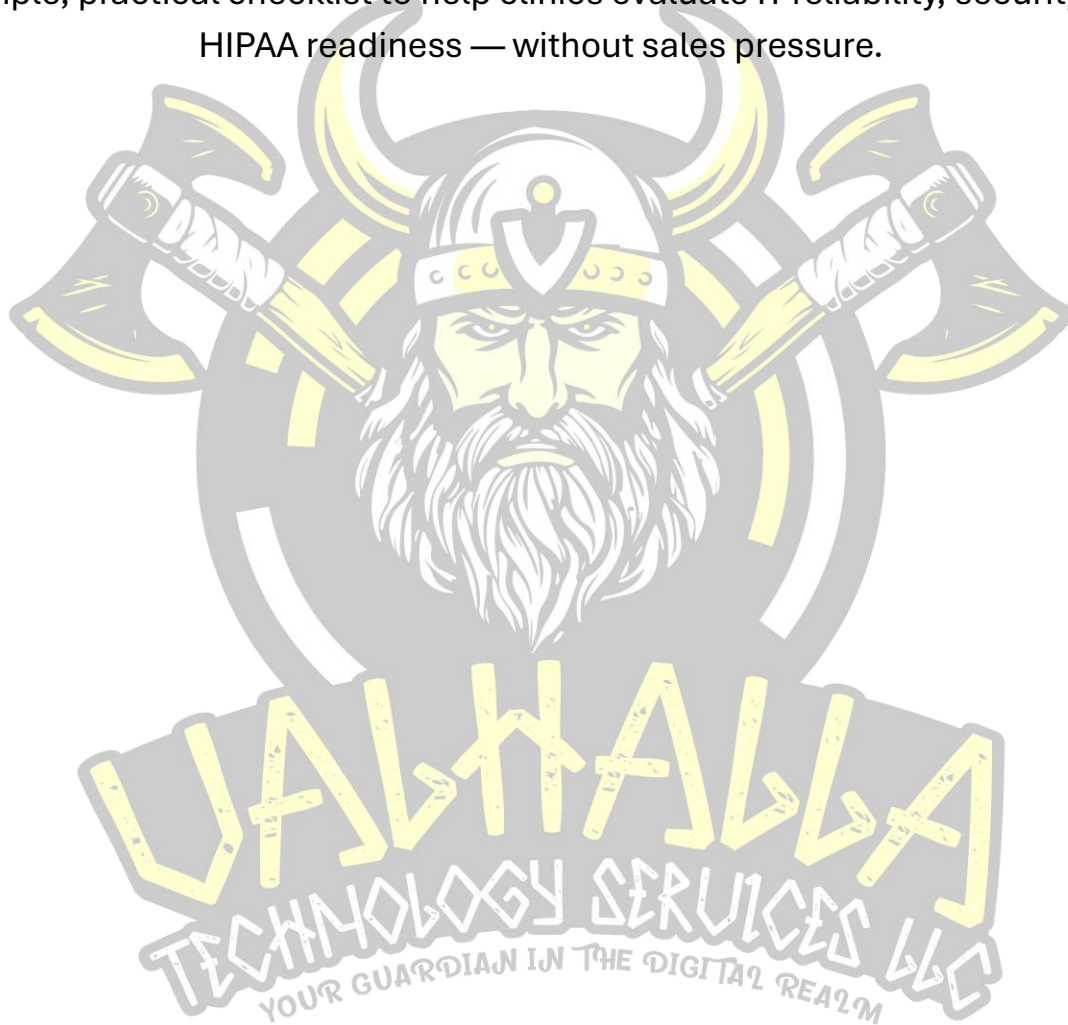


Healthcare IT Review Checklist

For Small Healthcare Clinics (5–15 Employees)

A simple, practical checklist to help clinics evaluate IT reliability, security, and HIPAA readiness — without sales pressure.



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INTRODUCTION

How to use This Checklist

This checklist is designed to help small healthcare clinics quickly assess whether their current IT setup aligns with best practices for **response time, security, and HIPAA expectations.**

No technical expertise is required.

This checklist can be used internally or as a discussion guide with your current IT provider.

Important: This checklist is informational only. It does not require switching providers or purchasing services.



SECTION 1 — IT RESPONSE & SUPPORT READINESS

1. IT Response & Support Readiness

- Critical issues (EHR down, network outage) receive a response within **15 minutes**
- On-site support is available within **2–4 business hours** when needed
- Response times are clearly defined in writing (SLA or agreement)
- You know who to contact when issues escalate
- Support is consistent (not a different technician every time)

Red Flag Callout:

If response times are undefined or described as “best effort,” downtime risk increases significantly

SECTION 2 — HIPAA TECHNICAL SAFEGUARDS

2. HIPAA Technical Safeguards (IT-Enforced)

- All computers and laptops are **fully encrypted**
- Each staff member has a **unique login** (no shared accounts)
- Multi-factor authentication (MFA) is used where required
- Access to patient data is logged and reviewable
- Automatic session timeouts are enabled on shared devices

Red Flag Callout:

HIPAA compliance described only as policies or training — not enforced through systems.



SECTION 3 — BACKUP & DISASTER RECOVERY

3. Backup & Disaster Recovery Readiness

- Backups run automatically (daily or more frequent)
- Backups are encrypted and stored securely
- Backup restores are **tested**, not just assumed to work
- You know how long full system recovery would take
- Ransomware recovery steps are documented

Red Flag Callout:

Backups exist, but no one has verified that restoration actually works.



SECTION 4 — CYBERSECURITY & THREAT PREVENTION

4. Cybersecurity & Threat Prevention

- Endpoint security is installed on all devices
- Systems receive regular security updates and patches
- Email security is in place to reduce phishing risk
- Suspicious activity is monitored proactively
- You would be notified quickly if a security incident occurred

Red Flag Callout:

Security measures only addressed after incidents occur.



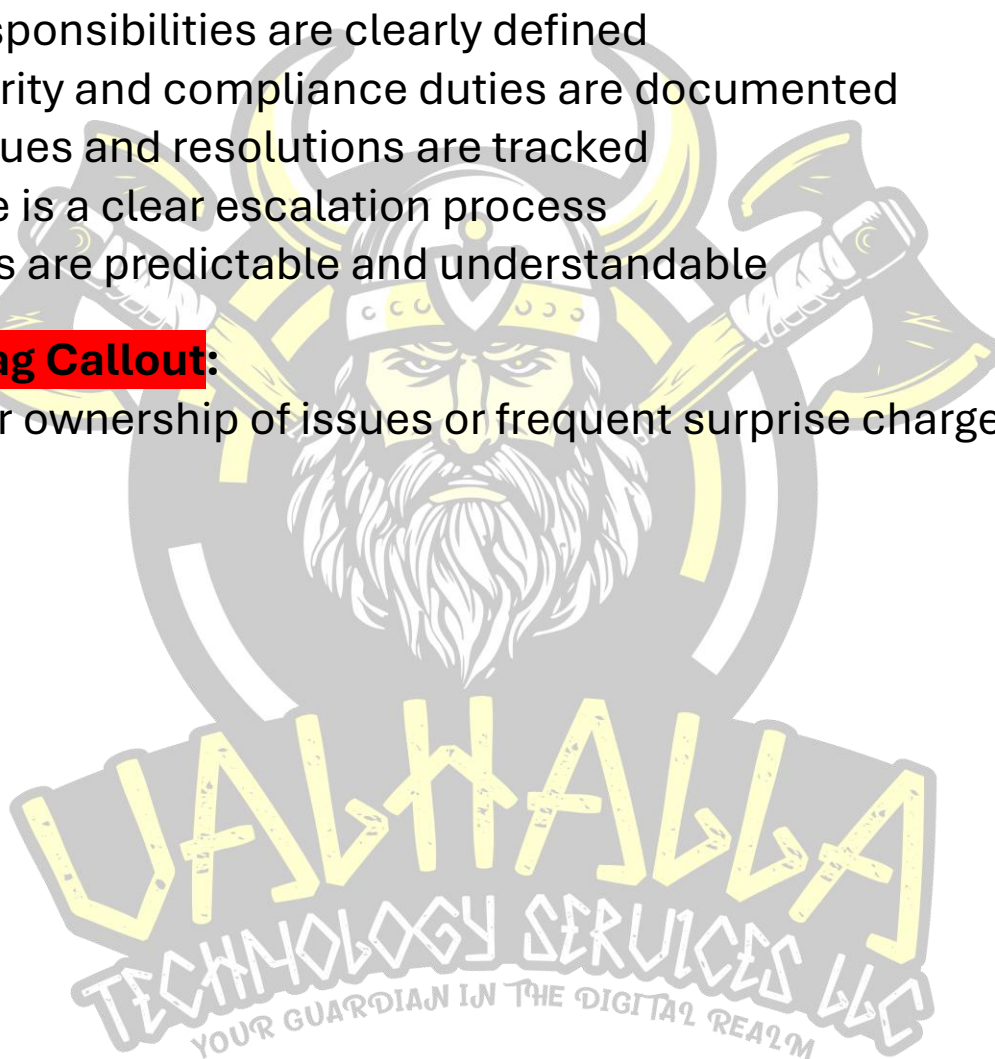
SECTION 5 — VISIBILITY & ACCOUNTABILITY

5. Visibility, Documentation & Accountability

- IT responsibilities are clearly defined
- Security and compliance duties are documented
- IT issues and resolutions are tracked
- There is a clear escalation process
- Costs are predictable and understandable

Red Flag Callout:

Unclear ownership of issues or frequent surprise charges.



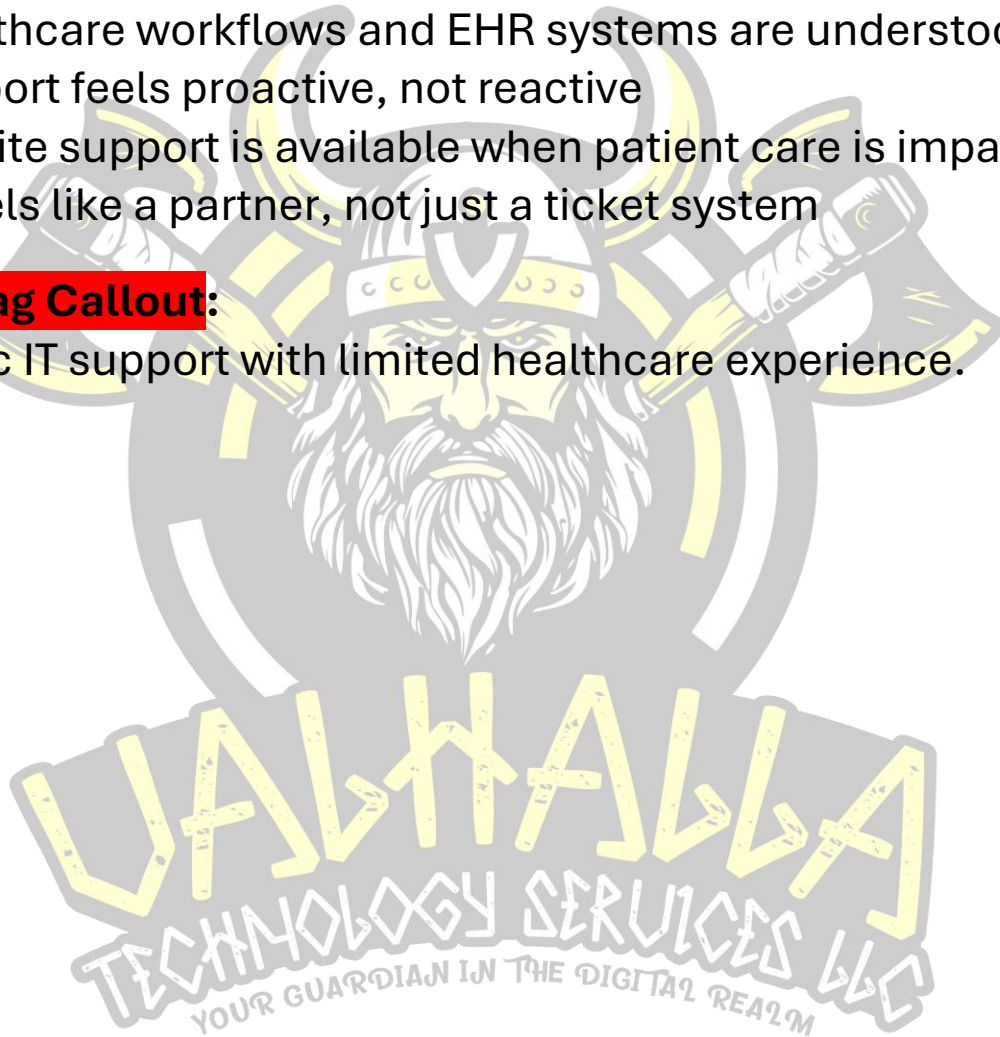
SECTION 6 — FIT FOR A SMALL HEALTHCARE CLINIC

6. Fit for a Small Healthcare Clinic

- IT support is designed for **clinics with 5–15 employees**
- Healthcare workflows and EHR systems are understood
- Support feels proactive, not reactive
- On-site support is available when patient care is impacted
- IT feels like a partner, not just a ticket system

Red Flag Callout:

Generic IT support with limited healthcare experience.



RESULTS INTERPRETATION SECTION

How to Interpret Your Results

- **Mostly checked:**
Your IT setup is likely aligned with current best practices.
- **Several unchecked:**
You may have operational or compliance gaps worth reviewing.
- **Many unchecked:**
A second opinion may help clarify risk and next steps.

This checklist is intended to **inform decisions**, not pressure them.



NEXT STEP

Many clinics use this checklist as a starting point for a short IT review to better understand risks, response readiness, and compliance alignment.

No obligation.

No pressure to switch providers.

Review My Clinic's IT

