Vulnerabilities of
Healthcare Information Technology Systems

Top Tips for Healthcare Organizations

1. Raise the collective PHISHING IQ of everyone✔
   a. Provide security awareness and phishing education and training
   b. Consider adopting awareness initiatives: Data Privacy Day, National Cyber Security Awareness Month, and Stay Safe Online

2. Train workers to be SUPICIOUS🔍
   a. Look for mistakes in the message (e.g., spelling, grammar, factual, etc.)
   b. Watch out for odd looking characters, including in the message, links, and elsewhere

3. Train workers to be CAUTIOUS⚠️
   a. Look out for messages that ask for personal, confidential, sensitive, proprietary, or employee information

4. Train workers to TRUST their INSTINCTS & COMMON SENSE❗
   a. If the message seems suspicious or odd, err on the side of caution
   b. Question special requests from C-suite executives (e.g., CFO, CEO), coworkers, vendors, others

5. Verify emails with the SENDER✉️
   a. Contact the sender via an out-of-band communication channel (e.g., telephone call or otherwise) to verify the contents of a message

6. Never CLICK links if you are unsure about where they lead💣
   a. Expand shortened links to determine if it is malicious
   b. Check to see if the text of the link matches the actual embedded link

7. Always REPORT phishing emails☎️
   a. Forward the message as an attachment to your organization’s point of contact
   b. Inform co-workers and engage with others about phishing

8. IMPLEMENT basic & advanced security controls💯
   a. Practice defense in depth with human & technical controls