

## Voice-Enabled Technology in Senior Care: Six Do's of an Information-Security and Privacy Strategy

Voice-enabled technology promises many benefits to residents, caregivers, and senior care communities across the spectrum of long-term and post-acute care (LTPAC). But before going down this path, be sure you put a solid information-security and privacy strategy into place.

- #1 DO** Keep devices and resident data secure from unauthorized parties.
- #2 DO** Secure enterprise data to ensure that it is not accessed by or via voice-enabled devices.
- #3 DO** Conform to pertinent privacy and security laws, such as HIPAA, state, and other regulations.
- #4 DO** Limit legal exposure by ensuring that resident information is not compromised by any form of negligence or by the inadvertent recording of situations involving resident care that could be used inappropriately or in a way that could be damaging.
- #5 DO** Pay attention to related topics from industry associations, literature, trade media, and knowledgeable vendors that analyze these issues.
- #6 DO** Consult legal, privacy, and information-security experts to keep up with best practices.



### And Remember...

The intersection of IoT, internet security, healthcare, and senior living certainly creates exciting opportunities, but also a complex set of challenges that warrant careful monitoring and vigilant compliance.