

Compliance in a Time of Crisis Compliance in a Time of Crisis

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October 29, 2019

- In 2018, Hancock Health in Greenfield, Indiana was the victim of a cyberattack and ransom that took down their EHR, internet service, patient portal, and email for four days; two companies — Diagnotes and Pondurance — helped Hancock through the crisis
- Why Diagnotes — a secure, HIPAA-compliant clinical communication platform — was not affected by the attack and how Hancock’s providers used Diagnotes to coordinate care and share system-wide crisis updates
- How Pondurance identified the point of entry for the attack, closed it down, worked with the FBI to help Hancock navigate the tricky Bitcoin ransom negotiations, and restored all systems

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