6 Ways Phreesia Protects Patient Data

At Phreesia, privacy and security are our top priorities—not boxes to be checked during a once-a-year review. At every level of our organization, we foster a culture focused on safeguarding patient data.

Here are six ways we meet our data-protection commitment:

1 We're proud to hold the industry's most well-known data-security certifications

Currently, Phreesia is:

✔ **SOC 2 Type 2-certified** – Security Organization Control (SOC) 2 Type 2 certification independently verifies an organization's adherence to the pillars of security best practices over a period of time.

✔ **PCI Level 1-compliant** – As a Payment Card Industry Data Security Standard (PCI-DSS) Level 1 Service Provider, Phreesia is committed to upholding industry security standards for cardholder data. We process millions of card transactions each month, and don't store any of them.

✔ **HITRUST CSF-certified** – Health Information Trust Alliance (HITRUST) Common Security Framework certification independently validates industry-recognized security standards.

2 Our data is dual-encrypted

Phreesia uses industry-standard encryption algorithms to protect sensitive data at both the application and network level. Our PhreesiaPads and Arrivals kiosks safeguard protected health information (PHI) while it's transmitted to a secure data center. Encrypted card readers also provide additional security for patients during financial transactions.

3 We tokenize patient financial data for payment plans

When a patient establishes a payment plan with a medical practice, Phreesia tokenizes that patient's financial data. This means that sensitive credit card information is never stored within Phreesia, and that data can never be taken out of Phreesia, ensuring secure patient payments.

4 We leverage multiple Tier 4 data centers for added security

Phreesia maintains operations in multiple Tier 4 data centers around the U.S. to ensure that we are always available and ready to support your organization.

What does Tier 4 mean?
Tier 4 data centers are designed to provide continuous support and services under any and all conditions, representing the highest data-center classification in the industry. Tier 4 data centers guarantee:

⚡ **No single outage can shut down the system**

✓ **99.995% availability**

🏢 **A fully redundant infrastructure**

🔋 **96-hour power-outage protection**

5   Our security features are client-customizable

Phreesia's security features are designed to be customized, from user-access management to audit logs, analytics and more, giving our clients personalized control over their security environment.

A Look into User-Access Management:

✔ All staff roles are customizable to limit users' access to only the information they need

✔ Password complexity, length, expiration, reuse and inactivity time-out are all customizable

✔ Single sign-on allows larger organizations to manage users within their existing user-access management system

6   We continually put ourselves to the test

Even with our industry-leading certifications and the hundreds of safeguards and security controls we already have in place, we are always looking for more ways to improve data protection for our clients.

Each year, Phreesia conducts multiple security assessments and tests to validate our reliability, readiness and defenses against new security threats, so that we're always prepared to protect our clients and their patients.

Industry Certifications

Phreesia's privacy and security efforts have been recognized with many of the industry's most well-known certifications.

pci Certified
Level 1 Service Provider

AICPA SOC
aicpa.org/soc4so
SOC for Service Organizations

HITRUST
CSF Certified®

Visa Global Registry of Service Providers
On the list! 2021

Phreesia

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