



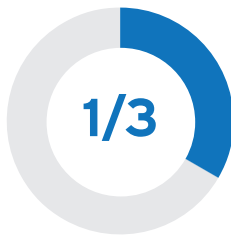
STRENGTHEN PRIVACY  
AND SECURITY WITH AN  
ENTERPRISE-WIDE APPROACH  
TO DESTRUCTION

# DID YOU KNOW?

IN TODAY'S HEALTHCARE ENVIRONMENT PHI RESIDES IN MANY FORMS, ACROSS MANY LOCATIONS. THE QUESTION IS HOW EFFECTIVELY IS YOUR ORGANIZATION MANAGING THOSE RISKS?



## HEALTHCARE IS ONE OF THE MOST BREACHED INDUSTRIES



"Hospitals account for 1/3 of all incidents reported to the OCR." - Study published by American Journal of Managed Care (AJMC)

## BREACHES CONTINUE TO RISE



An MGH study found, "with the exception of 2015, the total number of healthcare data breaches has increased steadily every year since 2010."

## IT'S ONLY GOING TO GET HARDER

# 20 BILLION

U.S. hospitals are already using an average of 10 to 15 connected medical devices per bed. By 2020, Frost & Sullivan predict there will be over 20 billion such devices in use.

This proliferation will bring with it an increased turnover of devices that increase the risk of data breach.

## DATA AND DEVICES ELEVATING THE NEED FOR INFORMATION GOVERNANCE

These stats indicate an alarming trend across the industry, which left unaddressed will compound cost and risk for healthcare organizations. As the volume of information and devices continues to grow, so too will the risk of loss or breach. To offset this risk, healthcare providers must move to establish policies and procedures to deliberately and strategically govern the lifecycle of assets across the enterprise.



# CHALLENGE

Increasing privacy concerns and the exponential rate at which information is being created in the healthcare industry are elevating the need for compliant retention and disposition practices to be adopted and enforced across your organization. Information kept beyond the required retention period results in increased costs and risk. When information has met retention and is ready for destruction, a comprehensive destruction program will help you maintain compliance.

Given the hybrid nature of today's environment, it is essential to identify and enforce information destruction policies across both physical and electronic records containing PHI. However, the job does not end there. The various systems and devices on which PHI is used and shared, as well as patient care materials on which PHI is printed, must also be addressed. These assets can be found in multiple locations, departments and facilities across today's complex healthcare ecosystem.

# SOLUTION

To address this growing risk, healthcare organizations must move to establish an enterprise-wide destruction program that is strategic, secure and scalable. Destruction must be enforced in a defensible manner across the organization with consideration of where and how PHI is being proliferated across formats and functions. In addition, to ensure compliance as well as cost-efficacy, the program should not only address the destruction of sensitive information but also the broader need for disposition of day-to-day patient care materials.

By establishing an enterprise-wide approach to destroy PHI and other significant materials no matter the format or the location, you can:

- reduce cost and risk
- destroy PHI, regardless of format, in accordance with privacy and security requirements
- advance green and sustainability initiatives

## WHERE DO I BEGIN?

Often getting started is the hardest part. Below are a few best practice tips to help you establish a secure, compliant and cost-effective enterprise-wide destruction program.

- Partner with your Information Governance and IT Governance committee to gain the visibility and buy-in required to establish destruction policies that address all records, devices and assets that contain PHI.
- Establish and regularly refresh an enterprise retention schedule that addresses all record types and formats, including media and devices.
- Employ a shred-all policy for paper records to eliminate the risk that confidential and proprietary material will be improperly disposed.
- Establish policies to govern the disposition of e-waste and IT assets securely. Where possible, recover IT assets value by securely repurposing and recycling these assets in accordance with industry standards.
- Integrate other high volume materials and/or regulated materials into your defensible destruction program to standardize processes and optimize program efficiencies.

# IRON MOUNTAIN SECURE DESTRUCTION PORTFOLIO

Iron Mountain has the depth of knowledge and experience as well as the extensive portfolio of destruction solutions required to create an enterprise-wide destruction program that meets your organization's specific needs.

## IDENTIFY AND CLASSIFY YOUR INFORMATION ASSETS

The first step to building a comprehensive and compliant destruction program is identifying and classifying what you have. To help you simplify this seemingly daunting task, Iron Mountain offers a comprehensive suite of consulting and classification services including:

**Iron Mountain® Information Governance Assessments** help you identify information assets enterprise-wide and establish policies and procedures to strategically, cost-effectively and securely govern these assets from creation to disposition.

**Iron Mountain Clean Start** is a program designed to identify information assets enterprise-wide and facilitate the donation, secure destruction or temporary storage of materials or equipment you no longer want to keep.

**Iron Mountain Content Classification** service helps you normalize metadata to enable the compliant management of information assets, identify records eligible for immediate destruction and systematically calculate the destruction eligibility of your remaining records.

## SECURELY DESTROY

Our suite of HIPAA-compliant destruction services address the variety of information and assets types found in healthcare ecosystem, including:

**Iron Mountain Secure Shredding** services protect the privacy of your information by destroying paper-based records in a cost-effective, safe and compliant way. On-demand reports - covering key metrics from usage to sustainability - give you the visibility necessary to ensure efficiency and compliance.

**Iron Mountain Secure e-Waste and IT Asset Disposition (SITAD)** services help you reduce e-waste by destroying and recycling or remarketing a wide variety of IT assets in a secure, environmentally friendly and compliant way using regulatory media sanitization guidelines.

**Iron Mountain® Film Destruction** service destroys X-ray films by leveraging a proven, compliant process that emphasizes security, delivers an auditable chain of custody and provides a certificate of destruction to confirm completion. As a result, you can free up space, reduce storage costs and enable the recovery of silver commonly found in X-ray films.

**Iron Mountain Pharmacy Destruction Program** removes, shreds or incinerates pill bottles containing PHI so you can protect your patient's information, regardless of format.

**Iron Mountain Blue Wrap Destruction** service recycles surgical wrap in safe and cost-effective manner to help you eliminate unnecessary waste and elevate your sustainability initiatives.

While each solution is constructed to meet the requirements of the type of information or asset being destroyed, all of our services are built on rigorous, proven chain-of-custody processes to ensure your information and assets are protected throughout the entire disposition process – from pickup to final disposition.

- Vehicles are tracked using GPS applications and are secured with specially designed, proprietary mechanisms and sensors that sound an alarm if a malfunction or attempted interference is detected.
- Drivers are screened, trained and equipped with RFID key fobs that send an alert if the vehicle is left unlocked.
- Scanning and tracking technologies enable you to check the status and physical location of your records and assets at any time using Iron Mountain Connect™, our online hub, which is available to you as part of your service.



# THE IRON MOUNTAIN DIFFERENCE

As a trusted partner with more than 60 years of experience in the information management industry, Iron Mountain not only meets best practice standards—we strive to set them. With our secure destruction services, you can confidently deploy an enterprise-wide program knowing you have the right people, processes and technology in place to enable privacy and security and sustainability over the long term.

- **Personnel:** Our employees are required to pass in-depth background checks and receive ongoing training. Safeguarding the privacy of your patients and the reputation of your organization is our priority.
- **Chain of Custody:** Our InControl solution protects assets in transit through a combination of patented security protocols, real-time tracking and an auditable chain of custody.
- **Secure Destruction Facilities:** Safety and security is paramount at our facilities. We take care of your information assets as if they were our own.
- **Onsite Collection:** Set up collection consoles in multiple locations to collect materials and IT assets so you can drive destruction compliance and routinely handle materials ready for destruction and IT assets at the end of usability.
- **Insights and Analytics:** Our usage reports provide the insight you need to optimally manage your program and find opportunities to reduce costs. Review the report to identify key trends over time and correct potential compliance issues before they impact your organization.
- **Environmentally Conscious Practices:** We share your commitment to protecting the environment. After secure destruction, we recycle all applicable materials and provide reports demonstrating how you've contributed to global sustainability efforts.

TO LEARN MORE ABOUT IRON MOUNTAIN'S PORTFOLIO OF HIPAA-COMPLIANT DESTRUCTION SOLUTIONS, PLEASE CONTACT US VIA OUR TOLL-FREE NUMBER 800.899.IRON (4766) OR VISIT US ONLINE AT IRONMOUNTAIN.COM.



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## ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit [www.ironmountain.com](http://www.ironmountain.com) for more information.

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