



AMERICAN
DATA

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ECS MONTHLY NEWSLETTER

The latest in ECS News, Technology, & Company Updates



WELCOME TO 2020

In This Issue



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ECS Updates/ Industry News



2019 ECS Financial Year End Reminders

AR Clients,

Prior to doing any financial transactions for 2020, there are some items that you will want to address within ECS. Attached you will find a list of these items including Lock Periods, Rate Changes, Therapy Changes, Medicare (B), General Ledger, and additional Medicare notes.

For full details, please view the document [Financial Year End Reminders.pdf](#), or click the "view document" button to download.

For questions or concerns, please feel free to contact our financial department and send us an email at financial@american-data.com or call **1-800-464-9942**.

[VIEW DOCUMENT](#)

American Data Cloud



Malware Prevention, Detection and Mitigation

The most common security threat facing healthcare organizations in recent years is Ransomware. Ransomware is a form of malware that gets into a network and encrypts or “locks” your files so you can no longer open or access them.

The attacker then demands a payment for a program that can be used to decrypt or “unlock” your files. The following document will outline the most common intrusion point for these kinds of attacks, as well as what American Data Cloud and our hosting partner do to protect your ECS system from such attacks.

Types of Ransomware Attacks

The two most common types of Ransomware attacks are:

Indiscriminate Attacks

- These attacks are most common and generally proliferate by the attacker sending mass emails with malicious attachments or links.
- Once a user clicks on the malicious attachment or link, the Ransomware virus gets into the network and begins encrypting your files- usually starting with network file shares.

Targeted Attacks

- These attacks are less common, but are on the rise in recent years.
- The attackers explicitly target larger organizations that will be under substantial pressure to pay their requested sum of money.
- Rather than the indiscriminate attack through email attachments, they can intrude the network through any means the attacker chooses.
- They often lie dormant while seeking out and eliminating means for early detection or system restoration.

With ransomware, there are few major considerations when preventing and detecting ransomware attacks.

Email

- As mentioned previously, the majority of attacks come from untargeted email blasts that have malicious attachments or links.
- American Data Cloud does not host any email servers for our clients, so the risk of a user opening a malicious attachment or link on our servers does not exist.
- We only deploy the ECS client to our hosted customers, so they cannot run other applications like web browsers on our servers.

Endpoint Protection

- Our hosting provider uses centrally managed endpoint protection on the servers.
- Multi-layer ransomware safeguards.
- Protection against malware, spyware, and adware.

Data Backups

Strong backup procedures are the most important way to prevent data loss in the event of a ransomware attack. With backups properly stored and air-gapped to offline locations, you can ensure that your backup set is safe from the source of an attack.

- Nightly full encrypted backups.
- 120-day data retention.
- Individual file or full server restores.
- Off-Site Replication.
- Ability to restore systems to alternate data facilities, including AWS or Azure.
- Application-aware image-based backups.
- Air-gapped off-site to secondary facilities including Eagan, MN and Kansas City, KS.

Standalone Servers

American Data Cloud servers are spun up on a per-client basis and are not part of large Software as a Service (SaaS) configurations. This means that each client is siloed from the others, which theoretically will prevent the actions of another American Data Cloud customer from impacting your ECS system.

Additional Security Information

Our hosting partner has a lengthy list of additional security considerations, including but not limited to:

- Gateway Security/Intrusion Prevention.
- Physical Data Center Security.
- SIEM and Log Correlation.
- Pre-planned Incident Responses.

For additional information on these features, please contact American Data Technical Support for the full breakdown.

Our 3rd party data center located in Minnesota has Physical and Infrastructure features that include the following:

Security

- Multi-level physical access controls.
- Personal verification with properly issued ID.
- Card access entry with photo verification.
- IP Video surveillance recorded and stored for 90 days, both inside and outside the facilities.
- Man-trap entries.
- Locked cabinets, cages, storage, and suites.
- 24x7x365 security staff with highly advanced security processes.

Infrastructure

- Diverse Tier 1 backbone providers connected via diverse paths.
- N+2 temperature and humidity with multiple segregated cooling zones environment.
- Redundant power infrastructure.
- Redundant backup battery systems.
- Diesel-powered generators.
- 1.2 MW of critical IT load power, supporting rack densities of up to 20kW.
- Concurrently maintainable design with 2N UPS architecture.

Gateway Security

They deploy redundant high-end border gateway firewalls in front of its hosted infrastructure. The firewalls employ gateway security features that include the following services:

- *Intrusion Prevention* - Intrusion Prevention Service uses continually updated signatures to scan traffic on all major protocols, providing real-time protection against network threats, including spyware, SQL injections, cross-site scripting, and buffer overflows.
- *Gateway Antivirus* - Continuously updated signatures to identify and block known spyware, viruses, trojans, worms, rogue ware, and blended threats.
- *APT Blocker* - APT Blocker uses next-generation sandbox to detect and stop the most sophisticated attacks including ransomware, zero-day threats, and other advanced malware designed to evade traditional network security defenses.
- *Threat Detection & Response* - Security data collected from the border devices is correlated by enterprise-grade threat intelligence to detect, prioritize and enable immediate action against malware attacks.

Data Backups

Data backups are performed nightly using VEEAM backup & replication software. Backups are seeded locally at the 511 data center, then air-gapped off-site to secondary facilities in MN and out-of-state. Features of data backups include:

- Nightly full encrypted backups
- 120-day data retention
- Individual file or full server restores
- Off-Site Replication
- Ability to restore systems to alternate data facilities, including AWS or Azure
- Application-aware image-based backups

[Document Preview](#)



American Data Cloud – Malware Prevention and Mitigation

Introduction

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The attacker then demands a payment for a program that can be used to decrypt or “unlock” your files. The following document will outline the most common intrusion point for these kinds of attacks, as well as what American Data Cloud and our hosting partner do to protect your ECS system from such attacks.

For additional information on these features, please contact American Data Technical Support at Tech@american-data.com for the full breakdown.

Click the link for a printable PDF version of this information or download below.
[AmericanDataCloud-MalwareAndVirusProtection.pdf](#)

[VIEW DOCUMENT](#)



January's Featured Facility!

Chippewa Manor

Location: Chippewa Falls, WI

AD Client Since: 1985

"The senior care campus of Chippewa Manor has an important history with American Data/ECS – we are the very first location it was ever installed! Looking back to 1985, when we served as the beta test site, it is remarkable to consider all changes both Chippewa Manor and American Data have undergone over the decades. Due to our early adaptation of the use of an EMR program, we've always considered ourselves pioneers of advanced technologies in the senior care setting. Of course, great technology only goes so far, and you need strong patient quality outcomes to achieve total success – but we've relied heavily on the strengths of ECS to give us peace of mind that our clinical and billing documentation are robust. In partnership, Chippewa Manor has built a stellar reputation in our community. Could we have done so without our reliance on ECS? Maybe...but it would've been a lot harder, that's for sure!"

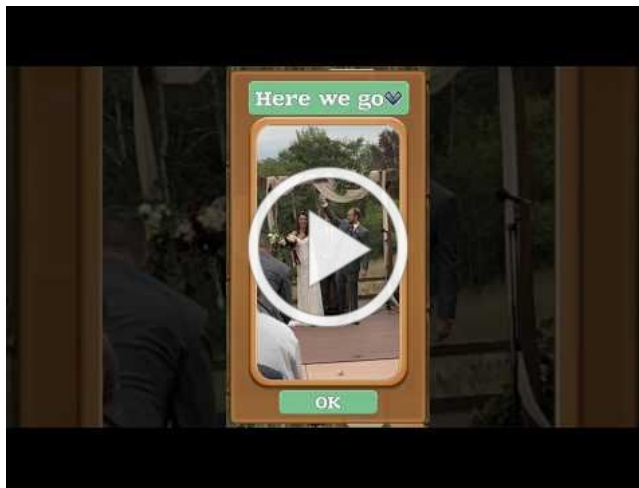
Thanks for being a part of the American Data community, Chippewa Manor!

We want to get to know you and your hardworking facility!

Submit a photo of members of your staff via [Facebook](#) or email us at cares@american-data.com with your facility's name and location to be the feature photo at the top of the next monthly newsletter!

Your facilities are the reason American Data thrives, and we want to recognize that.

[SUBMIT A PHOTO](#)



Picture This

Create a card back for any occasion!

Picture This is the versatile party game for whatever you're celebrating! Commemorate the newlyweds with a custom card back of the ceremony. Or, celebrate your soon-to-be college student with a custom card back of the graduate. Thank a loved one serving our country with a custom card back in their honor. Share memories old or new by uploading pictures for a personalized game. The possibilities are endless with Picture This. What would you put on a card back?

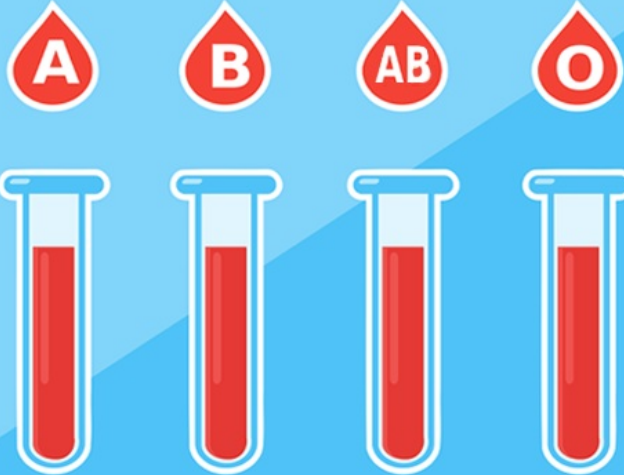
Visit the [Facebook](#) page for more information or check out pricing on our [Website](#).

DOWNLOAD NOW



**January
National Blood
Donor Month**

Do you know your blood type?
Find out by donating!



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Want to be the first to know about the latest software updates, reminders, and company news? Follow our Facebook page to receive up-to-date posts on all things ECS, American Data, and much more.



American Data

Healthcare Administrator

1.1 miles · 711 21st St, Prairie du Sac · [Open Now](#)

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Deficiency-Free Survey Awards



Did your facility receive a Survey?

Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send us and email at cares@american-data.com.

[EMAIL US](#)

Updating Contact Information

Is your facility's contact information current?

It's important to let us know of changes in key staff members such as Administrators, Directors of Nursing, or ECS System Supervisors. Please email us with any changes to the contact information of those members at cares@american-data.com.



New Staff/Position/Title



New Phone Number



New Email Address

[UPDATE INFO](#)

American Data After-Hours Support

Regular Business Hours:

Monday- Friday: 8:00am-5:00pm

Saturday & Sunday: Closed

For immediate assistance after regular business hours, call 1-608-438-7505.

Or send us an email at cares@american-data.com

Stay Connected to American Data!



Follow our social media accounts to get the latest information on software updates, reminders, and company news!

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