

HIPAA overview

VCare Health, a product of WTT Solutions LLC

VCare Health is a HIPAA-aligned AI platform for patient communication.
We sign a Business Associate Agreement with your practice before go-live.
The scope is voice, reminders, and scheduling, and it can be customized.
Your practice may use its own BAA.

We keep an internal HIPAA program in our HIPAA Handbook.
Lillia Lytvyn is the designated Security and Privacy Officer.
Risk analysis runs once a year and when the product or a vendor changes
in a way that affects patient data. Workforce training is required before
access and then each year.

Controls we state:

- TLS 1.2 or higher in transit
- Passwords hashed with Argon2id
- Audit logs encrypted with AWS KMS
- Six roles; SMS MFA on by default for new accounts
- Who, what, when, and where logged on PHI access
- Clinic notified within 72 hours of confirmed impact
- Hosted on Amazon Web Services in the United States (us-east-1)

We run on HIPAA-eligible infrastructure and are completing Business
Associate Agreements with our subprocessors.

We have not completed an independent assessment, a SOC 2 audit,
or a penetration test. HIPAA does not certify software products.

Request the BAA: compliance@vcare-health.com

Security detail: <https://vcare-health.com/security>