

Unified Healthcare Data Governance with eDiscovery

Benefit from a holistic approach to compliance, security, and data discovery.

Technology plays a critical role in safeguarding patient privacy, meeting regulatory standards, and fostering innovation within the healthcare ecosystem. Ensuring the integrity, security, and ethical use of data is paramount. As the healthcare industry evolves, so does the volume and complexity of data.

Data compliance and governance are vital as the healthcare data landscape advances. Regulatory compliance involves comprehensive security measures, regular risk assessments, and transparent and ethical data handling. Healthcare is one of the most regulated industries, regardless of where you operate. Some of these regulatory organizations include:

- **European Union:** European Data Protection Board, General Data Protection Regulation (GDPR)
- **Singapore:** Personal Data Protection Commission (PDPC)
- **Switzerland:** World Health Organization, International Organization for Standardization
- **United Kingdom:** Information Commissioner's Office (ICO)
- **United States:** Health Insurance Portability and Accountability Act (HIPAA), Federal Trade Commission (FTC), Office of Civil Rights

Healthcare organizations must prioritize implementing robust compliance, security, and eDiscovery controls for their communication channels. These requirements encompass mediums from traditional email and text-based communications to audio, video, and collaboration data. Failure to comply with regulations can result in severe financial and reputational damage. Examples of these requirements include:

- **GDPR Data Minimization:** Emphasizes collecting only necessary health data and limiting processing to its intended purpose.
- **HIPAA Security Rule:** Requires covered entities to implement measures, including access control, encryption, and audit controls, to ensure the confidentiality and integrity of electronic protected health information.
- **ICO Data Protection Impact Assessments:** Mandates assessments of high-risk data processing activities to mitigate risks to individuals' health data.
- **PDPA Purpose Limitation:** Requires consent to collect, use, and disclose health data for reasonable and specific purposes unless an exception applies.

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Between January 1 and November 17, 2023, more than 100 million healthcare records were exposed or impermissibly disclosed, compared to 45 million records in 2021 and 51.9 million records in 2022.”

The HIPAA Journal

Streamline Defensibility and Compliance Management

The Arctera™ eDiscovery solution provides a comprehensive electronic communication workflow that guarantees optimal performance and efficiency for compliance management. Stay ahead of potential legal or investigative issues while remaining compliant, ensuring you exceed your regulatory obligations within your electronic discovery reference model (EDRM). Gain the ability to:

- **Visualize and Control Data:** Collect critical data from all conversations across platforms, including email, chat, social media, voice, and video. Ingest and consolidate communications to mitigate compliance risks. Flag specific information to improve future data collection.
- **Classify and Optimize Unstructured Data:** AI provisioning uses expertly evaluated classification policies and customizable patterns to reduce noise and increase review efficiency. Key capabilities include natural language processing, sentiment analysis, data type recognition, and false-positive reduction.
- **Simplify Data Retention:** Store digital content securely in an immutable archive with granular control over retention, expiry, access, and management. Ensure compliance and protect against unauthorized deletion while allowing end users easy access to personal archiving capabilities.
- **Reduce Risk and Review Intelligently:** Leverage machine learning to automate surveillance review, reduce risk, and improve compliance. Surface critical data with built-in transparency, and benefit from purpose-built audio and video review with transcription. These features are ideal for compliance, investigative, and legal needs.

Arctera provides a powerful combination of advanced analytics, streamlined data management, and comprehensive legal discovery tools to ensure regulatory adherence. With Arctera, you can confidently navigate the complex data governance landscape and stay ahead of changes. Elevate your data management strategy with Arctera eDiscovery solutions for a proactive and resilient approach.

Learn more about [Arctera eDiscovery solutions](#).

About Arctera

Arctera, a business unit of Cloud Software Group, is the leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera Insight Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.