# DHIN Dialogue

June 2022

A Newsletter from Delaware Health Information Network

DHIN Delaware Health Information Network

## Community Health Record Clean-Up

### De-activation of Accounts Not in Use

As part of a routine security audit of account access, the Delaware Health Information Network (DHIN) team is in the process of identifying practice logins that have been dormant. Recently, we notified users and de-activated accounts that had not been active over the last six months. Next, the team will do the same for accounts that have not been active over the past 90 days.

**If your account is one identified as inactive and you wish to keep it active, please log in (or change your password and log in) immediately.**

! Once de-activated, the DHIN Service Desk will not be able to re-activate your account. Only your practice manager/administrator will be able to request re-activation.

## On the Speaking Circuit…

Members of DHIN's management team continue to represent the First State's health information exchange on regional and national stages.

L-R: DHIN COO Randy Farmer, UPMC CTO Chris Carmody and AKASA Founder Ben Beadle-Ryby

DHIN Chief Operating Officer **Randy Farmer** joined the panel discussion, "Tech and Big Data's Role in Improving Care," at the Becker's Annual Meeting in Chicago, speaking about the value of DHIN's care coordination services in reducing costs and improving care.

Closer to home, **Stacey Haddock Schiller,** DHIN's director of external affairs, spoke to the Mid-Atlantic Society for Healthcare Strategy & Market Development about how DHIN's personal health record, Health Check Connect, provided thousands of Delawareans with access to their COVID-19 test results.

L-R: Stacey Schiller with Maria Sterns, Division Director, Account Services, AB&C

# Stay Savvy: Avoid "Smishing" Attempts

Protecting our personal health and financial data from falling into the wrong hands can be a tall order these days. As DHIN's Chief Technology Officer **Jeff Reger** says, "The bad guys keep getting smarter."

Our information security analyst **Tina McGriff** put together this helpful primer on text phishing — or "smishing" — to help spot smartphone hack attempts.

**What is Smishing:** A form of phishing in which an attacker uses a compelling text message to trick targeted recipients into clicking a link and/or sending the attacker private information or downloading malicious programs to a smartphone. (Smishing is not limited to texting — WhatsApp, Facebook and Skype messengers are all potentially vulnerable.)

**How to Avoid It:**

- Avoid responding to a phone number that you don't recognize.
- Don't send credit card numbers, ATM PINs or banking information to someone in text messages. (Financial institutions will never send a text asking for credentials or transfer of money.)
- Don't click on hyperlinks that may appear in the message or provide sensitive information.
- Be wary of messages received from a number with only a few digits, which probably came from an email address — a sign of spam.

# Getting in Touch

### DHIN Business Relationship Managers

To better support our practices and data sending organizations, the DHIN Business Relationship team has restructured. Hospital and hospital-based practices should reach out to the assigned Business Relationship Manager below, while private practices and other data sending organizations should contact DHIN's Service Desk.

**Michael MacDonald**

**Hospitals:** ChristianaCare, ChristianaCare Union Hospital and Beebe Healthcare (includes the hospital-owned ambulatory organizations)

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**Ed Seaton**

**Hospitals:** Nemours and Saint Francis Healthcare (includes the hospital-owned ambulatory organizations)

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**Garrett Murawski**

**Hospitals:** Bayhealth, TidalHealth and Atlantic General Hospital (includes the hospital-owned ambulatory organizations)

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**Service Desk**

Private Practices

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## Staying Social

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