

A Best Practices Point of View from



# Data Backup and Disaster Recovery Planning



## Count on ABELDent Inc. for Reliable Remote Back-up and Disaster Recovery

## Contingency Planning is a First Line of Defense

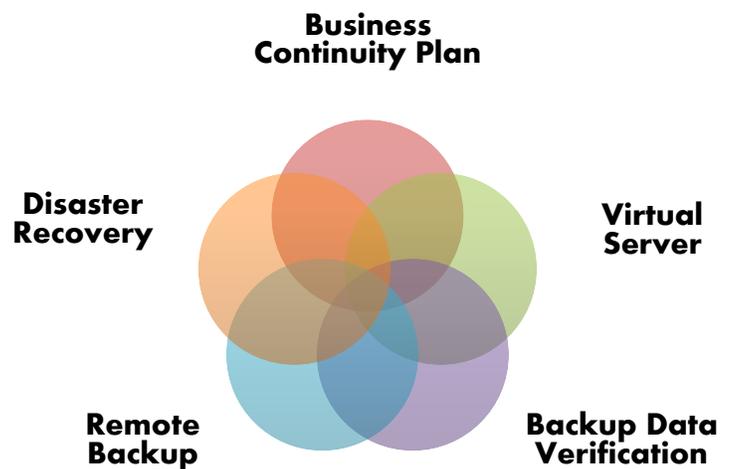
There is tremendous peace of mind that comes from relying on a Clinical and Practice Management software provider with a 37-year history of supporting the Canadian healthcare market. The stability, longevity and commitment of ABELDent make our products and services a top choice for thousands of Dentists across the country.

We recognize what matters to you, and we place significant emphasis on creating products and services that support you in caring for your patients with the highest professional standards. Our solutions are carefully designed to help you build patient engagement while maintaining safety, security, privacy and business continuity.

Any practice is subject to unexpected, disruptive events that can pose significant risk to the business. Environmental threats and hazards such as fires, storms and floods can wreak havoc. Power failures, surges and other electrical disruptions can cause serious – sometimes irreparable – damage. The catastrophic failure or theft of your computer, disk, network or operating system could destroy your business in the absence of proper planning.

Not only is it critical that you develop a contingency plan to protect your patients, your data and yourself, effective backup precautions are mandated by most Provincial Dental Regulatory Authorities. Detailed criteria is presented in an Electronic Record-Keeping Guide from The Ordre des dentistes du Québec and recently, in March of 2012, in the Royal College of Dental Surgeons of Ontario's Guidelines for Electronic Records Management. These and other provincial documents specifically address Backup and Contingency Planning, along with Physical and Logical Access Control, Audit and Accountability, Securing Data in Motion and at Rest, Data Migration and Retention and Disposal.

## ABELDent Keeps You on Pace with Evolving Regulatory Guidelines



The guidelines describe a first level of security as the routine backup of all existing electronic patient records and critical data. Strong data encryption is essential to ensure its integrity during storage or migration. Files should be stored in a physically secure environment off site. Incremental backup and file archiving is recommended in line with the overall volume of data. Further, recovery procedures should be periodically tested to ensure that your data can be retrieved and reliably restored from the backup copy.

Even in the absence of official published guidelines, these are all best practices that are critical to the long-term success of your practice... and integral to ABELDent.

ABELDent's Business Continuity Planning, Disaster Recovery Planning, Remote Backup and Backup Verification Services offer peace of mind that starts with personal consultation with experienced technology experts. Contingency plans are developed and put in place so everyone knows what steps to take when things do go wrong. Our secure Remote Backup Service configures the automated daily backup of your valuable practice data. Strong encryption ensures confidentiality during transmission and storage. Test restores are part of our Backup

## Trust ABELDent to support Best Practices

Verification Service that provide assurance that your backups are accurate, reliable and restorable.

In conjunction with reliable remote backup, a virtual server helps facilitate fast recovery in the event of a system crash or other disaster. Whether it's your server, computers, office, power source or other equipment that is compromised, your annually reviewed contingency plan will keep you prepared. In short, we work with you to ensure your staff will be able to resume clinical and administrative operations safely, quickly and easily when faced with an interruption of any duration.

Within today's increasingly digital context, the issue of data integrity and protection is continuously under the microscope. Dentists need to understand their responsibilities and liabilities and make sure they are operating in line with appropriate standards recommended by the various legislative and regulatory guidelines that impact their practice.

It is important to note that these guidelines may be used by regulatory bodies in determining whether dentists have maintained their professional responsibilities. Relying on a proven solution like ABELDent's Backup and Disaster Recovery Service and our team of experienced, dedicated experts is your first line of prevention.

As a pioneer in electronic practice management software, ABELDent has always been one step ahead of the curve. Our products are designed to intuitively incorporate basic requirements and to develop best practices that answer questions of accuracy, authenticity and access – usually before they are even asked.

*Angela Spinks is Vice President of Business Partnerships and Sales for ABELDent Inc., a Microsoft Gold Certified Partner and leading provider of outstanding clinical and practice management software. Established in 1977, the company is privately held and based in Burlington, Ontario.*

*Easy to use and fully integrated, ABELDent offers efficient product implementation with customized training, patient/practitioner portals, unparalleled customer service and around-the-clock support to thousands of Dentists across North America.*

***Dedicated to Customer Happiness, Angela can be reached at 800-267-ABEL (2235) or [angelas@abeldent.com](mailto:angelas@abeldent.com)***