THE NAVIGATOR
COMPASS
NETWORK GROUP

December 2016

In this Issue:

How You and Your Employees Can Stay Laser Focused

6 Ways We Protect You from Ransomware

Make Your Next Hire Your Best Hire – 6 Steps to Accomplishing This

SERVICE HIGHLIGHT: GET 1 MONTH FREE - Our Gift to YOU!

How You & Your Employees Can Stay Laser Focused

In today's world filled with distractions, how do you and your team concentrate?

Here are some strategies you can use to stay on track and get things done:

1. Prioritize

On Mondays, prioritize what needs to be accomplished that week, and do the same each morning for that day, as priorities may have shifted, and also to make sure you're not forgetting something.

Make a list for each day and stick to it as much a possible, so you don't get overwhelmed with looking at everything at once. This way, you're looking at the big picture and you're being organized, instead of letting new distractions rule your day.

2. Keep it Real

Break your workload down into realistic, attainable tasks. It's much easier to concentrate when you create time blocks for your to-do's, and make them feel doable.

3. One Task at a Time

We can all practice having a better focus; start by picking something to think about and only think about that for about five minutes to start. With practice, you'll be able to focus for hours.

Take on one task, and, whenever possible, do just that. For instance, spend half an hour just reading, and then another half an hour just responding to emails. You'll find that you can focus more when you do only one thing instead of multiple things.

4. Put Your Phone Away

When you are doing something, let's say you're at a meeting, or at your desk, refrain from checking your phone (or watch), and make sure to keep 100 percent focus on the person(s) or task at hand. It allows you to be physically and mentally present.

5. Take a Real Break

When you take a break, really step away from your work. Go for a short walk, take deep breaths and disconnect from everything you've been working on. And, make sure you stay hydrated – it's important for your body, and for your brain.

6. Be Active

Whether you like to jog, do yoga, or go to the gym, doing so before your workday starts, or during your lunch break if possible, will recharge and refresh you. Even simple stretching in the office will make you feel much better. Being active will help you have more energy, clarity and focus.

We hope you and your team will benefit from these tips on how to Stay Laser Focused!

6 Ways We Protect You from Ransomware

Ransomware is one of the biggest security threats a dental or medical practice can face - all it takes is something as small as an unsuspecting employee at your practice opening an email attachment.

Within minutes, your entire system is locked out as malicious code encrypts the network, patient files cannot be accessed, critical systems shut down, access to your operating systems may be permanently lost, and – you may be asked to pay a ransom (and even paying it wouldn't guarantee the hackers unencrypting your data).

The problem is so vast that the U.S. and Canada issued a cyber alert that warns businesses and organizations about the increasing attacks from various ransomware programs.

Here are 6 things Compass Network Group can do to help safeguard your dental practice and protect your systems from ransomware:

1. Install Antivirus/Antimalware Software

This type of application will watch your system for infections or suspicious events and warn your employees when an abnormality or a threat is detected. We also constantly update the program to help detect new threats.

2. Upgrade Your Perimeter Security

Stepping up from your router's firewall to a gateway security appliance adds another layer of protection to your network. The appliance scans and filters network traffic to reduce the threats that reach your network. It also "hardens" your network against hacking.

3. Get Employees/Users Involved

We work closely with our clients to help them understand that all users need to be involved, since protecting your systems is not just technical but also behavioral. **It starts with awareness and education on the important role they play in defending against ransomware.**

Accidents such as your employees clicking on unknown email attachments or interacting with non-reputable websites can cause infections to spread through your entire practice's system – this can be avoided by teaching them not to click on attachments or links they don't know anything about.

4. Get Offsite Backup

Your can protect your patients' critical information by storing it offsite, such as having a backup solution that stores data in the cloud. This way, if a ransomware attack does happen, a copy of your sensitive data is stored separately from your network.

It's essential that regular backups are performed to make recovery quick and thorough and offsite backups are part of your HIPAA mandated disaster recovery plan.

5. Be Restrictive

One of the simplest ways to protect your system is to restrict user permissions.

If your employees cannot run downloads, updates and installations, it'll be harder for them to accidentally let infections into your network.

6. Patch, Patch, Patch

When your operating systems and applications are outdated - you are an easy target for cyber criminals, so keep your software current. Keeping your software, especially Windows, and antivirus/antimalware programs up to date are a critical element in reducing the risk of a ransomware attack.

**We help our clients by making sure they have the right security measures and antimalware products in place to protect your patients' data and systems and combat attacks.
The best security combines layered defenses, redundant backups and smart computer user behavior.**

Get ahead of ransomware and place your focus on data security, and be thoroughly prepared for cyber attacks.

Make Your Next Hire Your Best Hire
6 Steps to Accomplishing This

Finding and retaining talent to join your team can be one of the most difficult challenges for a dental practice.

As a dental practice owner, you must have a few stories to tell where, after months of searching and interviewing, you hire a new hygienist, or a manager, with high hopes she or he will work out wonderfully - become a great part of your team, and whom your patients will respond well to. Sometimes, though, they end up not becoming a valuable team member.

While sometimes losing a team member is inevitable, and employees will leave for many reasons during the life of your practice – this doesn't have to be the norm.

Here are some procedures and best practices you can put in place to help you make your next hire your best hire:

1. Orientation and Training Plan

Give your new hire the best start possible with a position-specific orientation. It's best if you can be involved in the process, and make sure they receive relevant information on your practice, the personnel manual, their personal file and training plan.

Your training plan should be designed so that it helps the new hire excel at a fast pace, and contains a list of all tasks and responsibilities expected from this position and a schedule of training sessions. Training sessions should Include HIPAA and OSHA, employment forms and performance reviews.

2. Employee Documentation

For each employee, keep a confidential and a standard file with a signed acknowledgement of their job description, completed I-9 and W-4 forms, copies of relevant licensure, emergency contact information, signed acknowledgement of agreed upon benefits package, Hepatitis B information and consent and payroll banking instructions – and anything else that may be required by state.

When all necessary documentation is in order and on file from the very beginning, both you and your new hire can focus on the job itself and the patients.

3. OSHA and HIPAA Training

Do not skip training a new hire in OSHA and HIPAA compliance - this step is for every single employee, regardless of his or her position in your practice. Failing to do so can be a costly mistake for your practice—not to mention a potential safety hazard.

4. Software Training

Your new hire should be trained on the software used in your practice, even if it's not his or her job to use it regularly. This will ensure they can fulfill their own responsibilities, as well as help their teammates as needed.

If no one in your office is comfortable or competent enough for this kind of training, your software vendor can help.

5. Communicate Your Practice's Values

When hiring new staff, it's wise to clarify your own values and ensure the candidate you choose shares those values.

Cover this step in the hiring process, or at the latest during the training and orientation period. A script is a good idea to help your new hire acquire the style and culture of the practice; for instance, a script on how to discuss patient payments - what words or phrases to use and which ones to avoid.

Your values touch and impact every aspect of your practice, and making sure your employees understand your vision will help them articulate it with your patients as individuals and as a team.

6. Review and Feedback

Give your new hire regular and constructive feedback, especially during the learning period. Do not wait to address any questions or concerns, and do tell her or him about how great, or not-so-good job they are doing. Be their advocate, support their progress and see that your team does, too.

Follow these 6 rather simple steps, and you'll have an excellent chance of making your new hire a great employee and a great part of your top team.

SERVICE HIGHLIGHT: GET ONE MONTH FREE - Our Gift to YOU!

Start the New Year on the Right Path – Get a FREE MONTH of Compliance Related Services like PCI-HIPAA, secure email services & gateways!

Contact Compass Network Group to take advantage of this offer! (866) 336-8727

Our proficient techs are here to assist you & your practice & provide a lasting peace of mind.

Navigate to better dentistry-specific technology - call Compass Network Group, Inc. today: (866) 336-8727.