



# ***SECURITY***

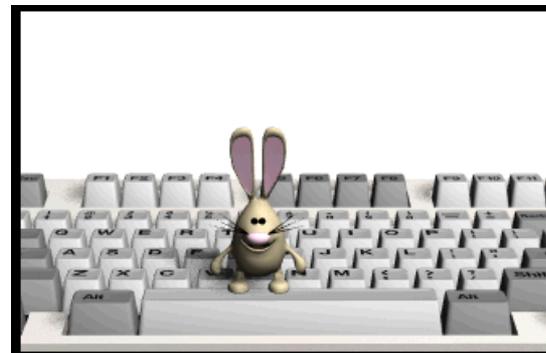
***in the***

***AIDS Regional Information  
and Evaluation System***

California Department of Public Health  
Office of AIDS

## Security Overview:

- ❖ Username/Passwords
- ❖ Digital Certificates
- ❖ Encryption Software
- ❖ Contract and Service Set-Up
- ❖ Reporting Security Breaches
- ❖ Technical Assistance
- ❖ Questions/Discussion



- Security of confidential client data has been of primary concern throughout the entire life cycle of the ARIES project.
- There are criminal and civil penalties that can be imposed at the individual and organizational level for unauthorized disclosures of confidential information.
- Revisions and discussions on additional security enhancements continue to occur between the partners.
- HIPAA and other Federal and State confidentiality laws continue to evolve.

# General Tips

# Username/Passwords

- ❖ Users must not leave client information on their screen when they leave their computers.
- ❖ Users' login IDs and/or passwords must be kept confidential and cannot be visible to other persons in the agency. Do not leave "sticky notes" displaying this information in your work area.
- ❖ Do not share user names and passwords with other agency staff even if it's for a short time period.

\*For more information, see *ARIES Policy Notice B3*.

- ❖ Do not ask the Help Desk to reset a password that is not associated with your login. Remember, the Help Desk will ask callers for their pre-set security question. They will report violations to the Office of AIDS if they discover that you have shared logins or passwords.
- ❖ Do not tell Internet Explorer to *save your password*. This feature affords an access opportunity that might result in a breach of security.

# Digital Certificates

- ❖ Users sharing computers must install their own digital certificates under their unique *Windows login*.
- ❖ If you need access to ARIES, you must have your own certificate associated with your username and password. The process for getting access to ARIES is very simple.

\*For more information, see *ARIES Policy Notice A1 and A2*.

- ❖ To request access to ARIES, you must obtain a digital certificate. You can do this by completing and submitting an *ARIES User Registration Form*.
- ❖ For more information on the *User Registration Form* process, please read *ARIES Policy Notice A1*.

# Encryption Software

- ❖ ARIES can be used on a wireless connection; however, users **SHOULD NEVER** access ARIES in public locales.
- ❖ Data encryption software must be used on all computers that store confidential information. Examples of client-identifying information are: names, social security numbers, unique record numbers (URNs), addresses, telephone numbers, email addresses, medical record numbers, etc.

\*For more information, see *ARIES Policy Notice B4*.



❖ Safeguards to protect client confidentiality extend beyond the use of ARIES. Users who extract data from ARIES – be it exporting, copying and pasting into other documents or printing – continues to bear the responsibility for safeguarding the confidentiality and security of the data even though the data are in other software programs.

❖ Users should review Policy Notice G2 for more details.

## Contract/Service Set-Up

- ❖ Client services are organized into four tiers: contract, primary, secondary, and agency subservice.
- ❖ The drop-down lists for primary and secondary services are selected from predefined lists that are based on each agency's actual contract with OA.
- ❖ Agency Users with the appropriate permissions can create or edit *agency subservices*.

❖ Agency subservices should be logical and should fit under the appropriate service definition.

❖ To comply with State and Federal law, certain mental health, substance abuse and legal services must be flagged as non-share services. To ensure that this occurs, they must be placed under the appropriate primary service category so that they are not accidentally shared.

\*For more information, see *ARIES Policy Notice D1 and D2*.

# Reporting Security Breaches

- ❖ ALL ARIES users are required to take all necessary steps to protect the confidentiality and security of the Protected Health Information (PHI) entered and stored in ARIES for both primary and affected/related clients.

Some examples of PHI include:

- ❖ client name,
- ❖ client address,
- ❖ client phone number,
- ❖ medical record number,
- ❖ unencrypted unique record number, and
- ❖ social security number.

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- ❖ Provider staff need to be aware of and follow their agency's guidelines pertaining to patient confidentiality and the Health Insurance Portability and Accountability Act (HIPAA).
  - ❖ Additionally, staff and agencies are required to report any breaches of security pertaining to PHI.
  - ❖ A breach is defined as any failure to follow confidentiality protocols and procedures, **whether or not PHI is actually released.**

# All security incidents have to be reported, regardless of whether PHI was released!

- ❖ To report a security incident to OA, call Susan Sabatier, Chief of OA's Program Evaluation and Research Section at 916-449-5844 or the ARIES System Administrator at 916-449-5842. In the event that neither of the aforementioned is available, leave a voicemail message **and** also send a brief e-mail regarding the incident to [aries@cdph.ca.gov](mailto:aries@cdph.ca.gov).

❖ OA will evaluate all security incidents and may be required to report the incident to the CDPH Information Security Officer and CDPH Privacy Officer. OA will advise and assist agencies with incident reporting requirements and corrective action plans.

❖ CDPH's Privacy Office documents CDPH employee's reportable breaches through a Workforce Member Privacy/Security Incident Report. The Privacy Office is currently developing a similar process/form to sanction contractor's staff.

For questions or clarifications regarding the reporting of ARIES security incidents, agencies should contact:

- Their AAs or
- Susan Sabatier, Chief of OA's Program Evaluation and Research Section at
- 916-449-5844 or at [susan.sabatier@cdph.ca.gov](mailto:susan.sabatier@cdph.ca.gov).

\*For more information, please see ARIES Policy Notice B-1.

# Technical Assistance



- ✓ ARIES Help Desk

Phone 1-866-411-ARIES

(2743)

Email: [helpdesk@projectaries.org](mailto:helpdesk@projectaries.org)

- ✓ Hours of operation: Monday through Friday,  
8:00am – 5:00pm

- ✓ Closed on Federal Holidays



*\*Average turn around time is 4 hours - maximum 24 business hours.*

OA's website contains important information regarding ARIES such as the *ARIES User Registration Form*, the *ARIES Advisor*, training information (such as the help manual and past presentations from our Focused Technical Assistance Webinars) as well as the Help Desk contact information. You can also access the previously mentioned policy notices by clicking on the 'Policy Notices' link.

To access this information go to:

- [www.projectaries.org](http://www.projectaries.org)

# *Questions/Discussion*

