

HIPAA Compliance Checklist for Ticketing Systems

Before selecting a HIPAA-compliant ticketing system, verify that it offers:

- ☐ A signed Business Associate Agreement (BAA)
- ☐ Encryption for data at rest
- ☐ Encryption for data in transit
- ☐ Role-based access controls
- ☐ Multi-factor authentication (MFA)
- ☐ Audit logs and activity tracking
- ☐ Access log monitoring and reporting
- ☐ Data retention and deletion policies
- ☐ Data backup and disaster recovery capabilities
- ☐ Breach detection and notification procedures
- ☐ Security risk assessments and compliance reviews
- ☐ HIPAA training and awareness for employees