

Be smart with Smart Speakers with Anne Genge

Dr. O'Keefe: Like me, I bet you've seen adverts everywhere for smart speakers like Google Home and Amazon and Alexa. Recently I've seen some adverts in the dental press encouraging us to incorporate such Smart Speakers into our dental offices. Today, I've caught up with a great friend of ours, on OASIS Anne Genge of Alexio Corporation who talks to us about cybersecurity and privacy to see if she has any concerns or thoughts about incorporating Smart Speakers into the dental office. So, Anne, I'm reading a lot of adverts for things like Smart Speakers like Alexa and Google Home, and I'm seeing dental publications encouraging me to have one of these in my dental office so I can look, cool and avant garde. Do you have any concerns about that from a cyber security or a privacy perspective?

Anne Genge: Yup, John, I've seen some articles about that too. Trying to, to give the appearance that they are practices modernized. I do have some concerns that I think we need to think about. Any devices that we bring into the practice, then have to be secured and monitored for security. And it's very difficult to do that with things like Smart Speakers. We've also seen other devices like that have a high propensity for hacking things like security cameras and, and baby monitors and so on. In a dental practice, it's, it's much easier for a company like mine to secure and monitor and use things like automations machine [inaudible] keep all the systems safe and secure. But these devices are a whole other story. And there have been circumstances that have been reported where conversations have been recorded, and mail emailed off to contacts unbeknownst to the users. There was another case where a woman was going online to try to review and delete her own recorded information and was able to access somebody else's. These devices do you have certain fail-safes that they recommend. For example, turning off the mic or reviewing and deleting the record or data on a regular basis. But what we're finding is people really aren't doing a good job with that.

Dr. O'Keefe: So, should I avoid them all together? Or if I do want to be cool in this way, are there some absolute musts?

Anne Genge: You know, I think as a cyber security professional, I'd have to say this would be a thing I wouldn't want to do, I don't think the benefits outweighed the risks. Dentists are continually striving to make sure that all of the systems and the patient and practice data is safe. And as I said, when you're dealing with PCs it's a much easier thing to do. So, I view those types of Smart Speakers as a definite vulnerability. In fact, probably even, you know, a fairly substantial risk to bring into that practice setting. It would certainly be a very silly way to have to deal with a breach and--not just potential fines-- and of course the bigger repercussion would be the reputation of the practice, having to inform patients. And I think that also as much as there have been, you know, obviously many people that have got these in their homes, they think they're very cool. There's



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a growing crowd that also just find them plain creepy. So, I think that you have that risk of, yes, maybe some patients are going to think, wow, you're cool. But then there's going to be others that are going to be like, Whoa! I don't even have one in my own home. I don't know that I want this potentially recording me here.

Dr. O'Keefe: Well, I floated the idea with my Mrs. that we'd have one of these at home and she said, no way because of those concerns you're echoing. So, maybe we should just take a cue from the fact that one of these is called Home, it's not called office.

Anne Genge: Ah, very good point. I'm going to use that. I'm going to.

Dr. O'Keefe: Anne Genge, thank you very much for giving us your guidance on this important topic.

Anne Genge: Always enjoy our time, John. Thank you.