

## Anne Genge - Cybersecurity During the COVID-19 Pandemic

Chiraz Guessaier: Hello and welcome to CDA Oasis, I am Chiraz Guessaier. Today I welcome Anne Genge, a certified information privacy professional and CEO and cofounder of Alexio Corporation. Anne joins me today to speak about securing your office even if it is closed. You may think there isn't much you can do. However, she is here to tell us about a few things to take into consideration. Anne, it's good to see you and see that you are doing well. Welcome to CDA Oasis.

Anne Genge: Well, yes, it's good to see other people just even at the other end of a camera now. It's amazing how quickly we realize that being disconnected is not a great thing. But I'm very happy to be here today. Terrible circumstances, but I have a couple of quick and easy things that we can do I think to make sure that we're still staying secure regardless.

Chiraz Guessaier: Perfect. And we are always happy to have you. So let's dive right into it. So, what happened as soon as the pandemic hit? And what type of advice did you give your clients? How did it all go?

Anne Genge: Well, of course like everybody I'm devastated and worried about everyone's business. But my job is to help everybody stay secure, whether they're working at home or in their practices. The first thing that I did was send emails and then followed-up that up with phone calls to find out who thought they were going to stay open or who thought they were going to close and whether or not they thought they were going to need access remotely to the systems. And the reason that's important is any systems that people were not going to need access to I wanted them shut down. Because if they're shut down, they can't really be attacked because they're not online on the internet. And then the next thing I wanted to do is make sure that anyone who did need that access was set up with a secure way to access that had all the right things like encryption, two factor authentication, and a secure computer to use at home to access those systems in the office to make sure that that data and those systems remain secure.

Chiraz Guessaier: So, in the last two to three weeks we've heard a lot about phishing attacks and email scams. Can you tell us a little bit more about those?

Anne Genge: Yes. Well, sadly, a lot of the companies that track this have seen anywhere from 600 to 667% increase in phishing emails and they are sadly mostly related to COVID. So, there's things like attachments, bad links. These are all designed to trick us into clicking on a fake world map or downloading a resource or signing-up for an update. All designed to trick us into getting some sort of malware downloaded onto our system or, at very least, add us to future phishing email lists that we can get attacked with later on. And what I've noticed is that in a number of cases for my clients, we have some pretty sophisticated email

filtering and still this stuff is getting through. These bad guys are really, really good at this social engineering that we talk about.

Chiraz Guessaier: And I'll tell you, I mean, I received some of them myself. The emails that mimic the Government of Canada servers and email addresses and telling people click here to get a deposit of your financial assistance or any, they were, they were really very, very well done and they could easily fool anybody. So, really, you have to pay attention to those. following the recommendation of the regulators for dentists to close offices except for urgent or emergency treatment Many dentists are now looking into using teledentistry to either assess patients, triage patients, even communicate with patients. What are some of the key consideration they need to take into account in choosing which platform to use?

Anne Genge: Right. So, interesting, I've spoken with a number of different health care professionals over the last few weeks—it hasn't been just dentists—, but what's been interesting is seeing their different colleges, their different takes on what it means to be doing telehealth or teleconferencing and in different perspective professions. There is a common theme and that is that they want you to have end to end encryption. That's why they say E to E [end-to-end] encryption. There are a number of things that you want to be looking at as far as how you're setting those up. You want to have a password protected invite. If it has a waiting room option, that's a really great idea because then you only admit people to the meeting that you authorize. The next thing is considering whether or not to hit the record button.

Anne Genge: And again, this has to do with provincial privacy legislation. That's one thing that we have to consider, but more importantly, we have to understand what it means to our record keeping in our respective province for your college. And so depending on what that conversation is like if you're recording and it's to a patient or it's to another health care provider, does that have to become part of the patient record? And if so, how are you going to do that? What does that look like to have that attached to that patient record? Can that even happen? And when you're hitting that record button, where is it recording to? One of the biggest challenges that we're having in the last two weeks is making sure that everyone working from home is doing that with secure computers. You don't have the luxury of this network security that you have at your office. You typically don't have that at home.

Anne Genge: And a lot of people are sort of firing-up old laptops or laptops they share with their kids and those are not very secure. And we have to understand the implications of having any patient information flow through those or how we're connecting to our practice site and understand what it means to be able to protect that information in that computer. So, if we are recording, the minimum would be to make sure that we have those laptops encrypted or the desktops



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encrypted and that they're running very up to date operating systems, security patches, and updated antivirus.

Chiraz Guessaier: Perfect. I know that you've kindly prepared a resource for our viewers. Thank you for that. We will attach it to the post.

Anne Genge: Yeah. I did. Here. They can download that, yeah.

Chiraz Guessaier: Sure. Anne, it's always a pleasure to see you and speak with you. Thank you for sharing your expertise. I am pretty sure we will talk again soon. In the meantime, take care of my friend.

Anne Genge: You too. Always happy to help.