Security Awareness Training and Phishing Training

PatientLock's Security Awareness Training and Phishing Testing service utilizes best-in-class KnowBe4 to combine continuous training and simulated testing of users, while satisfying regulatory compliance such as HIPAA, PCI, and SOX mandates.

In addition to KnowBe4, the PatientLock security awareness training program is built specifically to satisfy healthcare regulatory and compliance requirements for awareness training. Our services are constantly updated to ensure your users are being exposed to the latest phishing techniques, and training content is customized for different at-risk groups such as privileged users, physicians and staff, executives, and IT-resources.

We integrate current threat intelligence and real-time attack profiles into training and testing based on the most current social engineering tactics being used by attackers. Our "real-life" social engineering tests (hacks) are performed throughout the year and simulate the real tactics and techniques hackers are leveraging, exposing users to real life scenarios in a simulated environment before falling victim to real threats.

PatientLock experts will help you build a custom security awareness training program that considers desired testing frequency, internal department factors, risk profiles and any custom tests specific to your healthcare organization.

Managed Security Awareness with PatientLock and KnowBe4

- ✓ Security and user awareness training designed for healthcare.
- ✓ Access to over 100 training courses.
- ✓ Track training and testing progress through a secure, dedicated portal.
- ✓ Monthly/Quarterly security topic of the month campaigns.
- ✓ Reminders for overdue or missing training modules.
- ✓ User performance reports delivered to key stakeholders.
- ✓ Access to full HIPAA Compliance Plus module.
- ✓ Zero impact to patient care or system degradation.

PatientLock manages the entire social engineering program to include:

Work with the customer to develop and initial test schedule

Perform initial onboarding and user setup

Provide a baseline of user security awareness testing to help measure the current state of security awareness

Perform initial validation testing of your email security controls

Incorporate industry threat intel, tactics, and trends into a custom quarterly phishing campaign

Administer quarterly phishing simulation tests

Provide reinforcement training to any failed users that fail testing

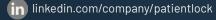Provide reports and dashboards specific to testing outcomes

Hold quarterly review sessions with the customer to assess testing metrics

Perform quarterly performance reviews and provide suggested program improvements

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