

HIPAA Compliance with Salesforce Wave Analytics



Instant access to data is changing the way healthcare providers interact with patients. Everyone from nurses to care coordinators to doctors expect to see the right patient data through every step of their jobs. And more importantly, that data has to remain secure at all times. Salesforce understands the needs of this highly regulated industry – that’s why Wave Analytics was designed to provide important healthcare insights, while enabling adherence to the most stringent industry and government compliance standards.

We’re Serious about HIPAA Compliance

Patients place their trust in the healthcare industry and expect their providers of healthcare and coverage to be good stewards of their health information, including addressing standards set forth by HIPAA to protect the privacy and security of protected health information where applicable. Salesforce recognizes the value and importance of HIPAA to the industry and patients, and takes compliance seriously.

Secure Enough for Healthcare

At Salesforce, trust is our top priority. Many of our customers operate in regulated industries like financial services, government, military, and, of course, healthcare. Earning the trust of our

customers in the healthcare and life sciences industries requires that we address the safeguards and requirements outlined by the HIPAA Security Rule.

With respect to providing and operating Salesforce services, we comply with the provisions of the HIPAA Security Rule that are applicable in our capacity as a business partner. But we also provide customer-controlled security features through Salesforce services, which can help HIPAA-regulated customers address stringent security requirements.

Our HIPAA Compliance Scorecard

Salesforce complies with HIPAA as a business associate in providing Analytics Cloud, as is the case with our other core offerings, such as Force.com, Sales Cloud, Service Cloud, Community Cloud, and Chatter. Salesforce is able to enter into business associate agreements with HIPAA-regulated customers that submit protected health information to Analytics Cloud, facilitating our U.S. healthcare customers’ compliance with these regulatory requirements.

Visit salesforce.com/analytics-cloudoverview or call 1-800-NO-SOFTWARE for more information.

