

Mitigate Risks, Ensure Compliance:

Why You Need Message Archiving

Message archiving is the process by which organizations capture and digitally preserve the contents of HIPAA-compliant messages within a secure, centralized repository.

The role of message archiving in healthcare communication is indispensable, preventing data loss and ensuring recovery of critical information and data, including critical information that may have been missed during documentation. Some states even have specific regulations regarding message archiving, so healthcare organizations must refer to their state's guidelines to ensure compliance.¹

Learn how adding message archiving capabilities to the TigerConnect Clinical Collaboration Platform enables healthcare organizations to securely store message data and maintain the security and privacy of patient information.

Why Message Archiving Matters



Business activity documentation

Archiving is not just about patient care; it provides a record of business activity that may have broader organizational benefits. If a resource leaves, their content is still accessible.



Data loss prevention

Message archiving ensures that you have access to key information related to providing care, addressing gaps that might occur during EHR documentation. Message data is also protected in case of ransomware attacks.



Litigation preparedness

Permanent record e-discovery serves as a vital resource in litigation, allowing for quick information collection and providing a fixed timeline through date/time stamps and read status data.



Compliance assurance

An effective archiving system aligns with regulatory standards (HIPAA, SOX, SEC).

Benefits of TigerConnect Message Archiving

The TigerConnect Clinical Collaboration Platform sets the standard for healthcare organizations, offering robust add-on message archiving services that prioritize compliance, security, and efficiency. The result is an invaluable tool that not only meets regulatory requirements but enhances overall operational effectiveness.



Unlimited storage

The TigerConnect Clinical Collaboration Platform offers the option to add message archiving services with unlimited storage, providing a true business-grade compliance solution.



Tailored setup

TigerConnect Message Archiving can be tailored to fit your organization's needs, whether messages are hosted onsite within an organization's existing infrastructure (Client-Hosted) or securely offsite (TigerConnect-Hosted).



Privacy measures

Data storage adheres to PCI DSS and Cloud Security Alliance standards, with SSL ensuring HIPAA-compliant, secure communication.



Accessible and secure

Stored messages are searchable, accessible, and secure forever. Maintain archive data integrity and accessibility audits through customizable admin rights.



Efficiency without complexity

TigerConnect Message Archiving works seamlessly with your existing infrastructure and doesn't require any additional hardware or software. The simple and intuitive web-based interface allows for easy set up, and our support team provides training for you and your staff.

Contact your TigerConnect Account Representative to learn more about the unlimited storage, robust functionality, and security of TigerConnect Message Archiving.

¹ <https://www.healthit.gov/playbook/pddq-framework/platform-and-standards/historical-data-archiving-and-retention/>