

VIRTUALPOSTMAIL (VPM)

Secure, remote solutions for physical mail



HIPAA-COMPLIANT DIGITAL MAILROOM

A Buyer's Checklist for Healthcare Professionals



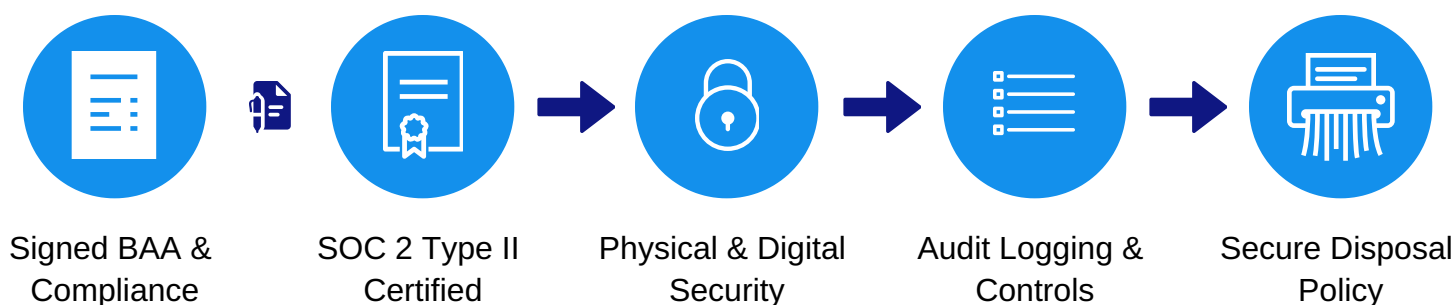
Why Secure Mailroom Services Matter in Healthcare



As healthcare organizations adopt remote-first operations, digitizing physical mail like lab reports and insurance claims is essential. These documents contain Protected Health Information (PHI) and must be handled with strict care to maintain HIPAA compliance. A digital mailroom provides a secure, remote solution to receive, scan, and route mail.

The Buyer's Checklist

Any third-party mailroom service handling PHI must implement administrative, physical, and technical safeguards. Violations can result in steep fines and loss of patient trust. This guide outlines the critical features to look for when evaluating providers to ensure patient privacy and operational efficiency.



Essential Security and Compliance Features

A HIPAA-compliant digital mailroom isn't just about scanning. It requires a comprehensive approach to data protection, from the moment mail arrives at a facility to its final digital storage and eventual destruction. Providers must demonstrate active maintenance of HIPAA standards through documentation and audited procedures. Here are the core components you need to verify.

Physical & Digital Security: Facilities should include surveillance and controlled entry. Scanned documents must be encrypted at rest and in transit using AES-256 standards on HIPAA-eligible infrastructure.

Audit Logging: Systems must offer role-based access controls and capture every action taken on a document to maintain accountability and facilitate compliance audits.

Retention & Disposal: Ensure the provider supports configurable retention policies and offers secure, on-site document destruction with a verified chain of custody.

Business Continuity: Look for documented disaster recovery plans and geographic data redundancy to prevent delays in patient care or billing obligations during outages.

Why VirtualPostMail is the Ideal Partner

Secure Intake: Mail is received at U.S.-based facilities with controlled access and personnel trained in handling sensitive healthcare documents.

Encryption: End-to-end encryption using HIPAA-eligible AWS infrastructure, ensuring data is protected at every stage of the digital journey.

Audit Trails: Full logging of all user activity and two-factor authentication provides the transparency required for healthcare compliance.

Smart Workflow: Configurable retention and destruction policies let you manage PHI according to legal requirements with secure on-site shredding.

Integrations: Seamlessly connect digitized mail with your existing EHRs and billing software to reduce manual effort and speed up response times.

Expert Support: Access to U.S.-based, HIPAA-trained customer support teams who understand the unique needs of healthcare providers.

Choosing a digital mailroom isn't just about going paperless; it's about protecting PHI and increasing agility. VirtualPostMail is purpose-built to meet these needs. Contact our team today to modernize your healthcare workflows.