

eClinicalWorks

ELECTRONIC MEDICAL RECORD AND PRACTICE MANAGEMENT APPLICATION – PASSWORD AND ACCOUNT AUTHENTICATION POLICY

eClinicalWorks takes its obligation to protect client and patient data very seriously. As part of our commitment to maintaining the security and confidentiality of patient data, the eClinicalWorks EMR/PM application includes features that are designed to safeguard patient data that is entered into the system by the practice. These features are configurable by the client to meet their security needs.

The system contains practice-wide settings that establish the authentication controls that should be put in place at the practice level. In addition, user-specific controls can be configured that will provide additional levels of security such as multi-factor authentication, day and time restrictions for individual users, etc.

In an ongoing effort to educate our clients on best practices for security, you will find recommendations for the configuration of the practice-based settings within this document. The [my.eclinicalworks.com Customer Portal](https://my.eclinicalworks.com) contains user guides that provide detailed information on configuring the authentication and security settings within the eClinicalWorks EMR/PM system.

NOTICE TO ALL ECLINICALWORKS CLOUD CUSTOMERS:

Beginning the week of Monday, February 25, 2019, EMR users who enter a password that is NOT at least eight (8) characters in length will be prompted to reset their password to conform to the 8-character minimum length before they can access eClinicalWorks.

User Passwords

On the eClinicalWorks Cloud EMR Application, the customer can configure strong passwords that meet the following requirements:

- Passwords must be complex, and must contain:
 - ♦ At least eight (8) characters in length
 - ♦ Uppercase *and* lowercase alphabetical characters
 - ♦ Numbers
 - ♦ Special characters

Recommendations for Passwords:

- Do not use phrases or combinations of letters/numbers/characters that are easy to guess
- Do not share passwords with others in the practice, family members, or friends
- Do not post your username and password where they can be easily found

Other Authentication Settings – Recommended Configuration

- **Alert to Password Change:** Recommendation – Five (5) days prior to mandatory re-set
- **Authentication Failure Lockout:** Recommendation – Lockout after three (3) unsuccessful logins
- **Enforce Password History:** Recommendation – Restrict reuse of the last three (3) passwords
- **Require Password Reset:** Recommendation – Every 90 days
- **Session Activity Timeout:** Recommendation – 30 minutes

Note: When a user attempts to log in to the eClinicalWorks EMR/PM application, the login window contains a *Password Strength Meter* that will inform them of the relative strength of their password. eClinicalWorks strongly recommends complex passwords of eight (8) characters or more.

Multi-Factor Authentication (MFA)

The eClinicalWorks EMR/PM solution (V11 and V11e) supports client configuration of Multi-Factor Authentication for their system users. eClinicalWorks strongly suggests that this feature be enabled for all system users in the practice as an additional method of securing the data in the system.

Instructions on how to configure MFA can be found on the my.eclinicalworks.com [Customer Portal](#) under:

Path: *Knowledge > Documents and Videos > EMR Core > V11 > V11 Admin / Setup*

Document: *eCW V11 System Administration Users Guide (Browser) – Nov 2018 – Chapter – Authentication Settings, pages 76 – 93.*

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