23-202 Epic Telemedicine Solution

EXECUTIVE SUMMARY

Auditing & Advisory Services (A&AS) has completed an assurance engagement of the Epic telemedicine solution (Looking Glass). This engagement was performed at the request of the UTHealth Houston Audit Committee and was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing.*

Background

Telemedicine is the use of technology to provide medical care and consultations remotely. It enables healthcare professionals to diagnose and treat patients from a distance using video conferencing, secure messaging, and other digital communication tools. This approach allows patients to access medical services remotely without having to visit a physical clinic or hospital.

UTHealth Houston implemented Looking Glass for telemedicine visits on April 6, 2022. Looking Glass provides encrypted video communications, network vulnerability scanning, real-time chat features, and screen-sharing capabilities to facilitate communication between providers and patients while protecting patient privacy.

Objectives/Scope

Our objective was to determine whether the controls around Looking Glass are adequate and functioning as intended. Specifically, to determine if:

- A security assessment of Epic was performed by IT Security and any recommendations/remediations were adequately addressed.
- An external assessment (i.e., SOC 2 audit) of Epic's security controls was performed and any recommendations/remediations were adequately addressed.
- Telemedicine session activity details are logged in Epic.
- Telemedicine sessions are encrypted and secured according to industry standards.
- Vendor agreements including a Business Associate Agreement (BAA) and Service Level Agreement (SLA) are in place with Epic.

Scope Period

April 6, 2022 to April 1, 2023.

Conclusion

Overall, controls around Looking Glass are adequate and functioning as intended. We noted no observations during our procedures.

We would like to thank the Epic Operating and IT Security staff and management who assisted us during the engagement.

Daniel G. Sherman, MBA, CPA, CIA
Vice President & Chief Audit Officer

NUMBER OF PRIORITY OBSERVATIONS REPORTED TO UT SYSTEM
Not applicable.

MAPPING TO A&AS FY 2023 RISK ASSESSMENT

Reference	Risk
IT-4	Telemedicine communications are not properly secured.

DATA ANALYTICS UTILIZED
Not applicable.

ENGAGEMENT TEAM
VP/CAO – Daniel G. Sherman, MBA, CPA, CIA
Supervisor – Brook Syers, CPA, CIA, CISA, CFE
Lead – Lieu Tran, CISA

END OF FIELDWORK DATE
June 5, 2023

ISSUE DATE
June 9, 2023

REPORT DISTRIBUTION
Audit Committee
Olasunkanmi Adeyinka
Richard Anselme
Andrew Casas
Kevin Dillon
Dr. Babatope Fatuyi
Dr. James Griffiths
Tariq Khan
Ana Touchstone
Amar Yousif