

# Data security and service **continuity**

Nuance Dragon Medical Cloud Services for Australia.

Nuance is committed to meeting the high security and service continuity demands of our healthcare clients.

## Introduction

Nuance Dragon Medical One is a cloud-based speech recognition solution for documenting care in the EMR and beyond. It provides a consistent and personalised clinical documentation experience, allowing clinicians to use their voices to securely capture the patient story more naturally and efficiently—anywhere, anytime.

Dragon Medical embedded in the EMR or in mobile applications is a cloud-based speech recognition solution that allows partner solutions to provide a consistent and personalised clinical documentation experience.

PowerMic Mobile is a complementary, cloud-based solution that turns a smartphone into a high-quality microphone and field navigation tool for generating high-quality clinical documentation.

Our security practices, combined with a high-availability and redundant infrastructure, help ensure that your clinicians will experience fast, accurate, secure, and uninterrupted clinical speech recognition.

## Designed for security, compliance, and resilience

Nuance works with Microsoft Azure to host Dragon Medical One, Dragon Medical Embedded and PowerMic Mobile. Microsoft Azure is the world's largest multi-terabit global network. It offers 24x7x365 high availability and guaranteed 99.5% uptime by operating through a network of four geographically-distributed locations across the country. The Microsoft data centers are both SOC Type 1- and SOC Type 2-compliant.

## Committed to a high security standard

The Microsoft Azure environment is an ASD-certified cloud service\* and contains several layers of security to keep data private and protected, including physical barriers, auditing and log management, encryption, identity and access management, and threat monitoring.

Microsoft Azure employs rigorous security standards and practices to ensure data privacy and security such as denial of service, intrusion detection, and routine penetration testing, and utilises a red team approach to continually strengthen threat detection. Complete details of Microsoft Azure in Australia are available at <https://azure.microsoft.com/en-au/>.

Microsoft Azure supports compliance efforts related to a broad set of international and industry-specific requirements governing the collection and use of individuals' data, including:

- Privacy Act 1988, which includes a set of thirteen Australian Privacy Principles (APPs)
- Health Insurance Portability and Accountability Act (HIPAA)
- International Standards including ISO 27001, ISO 27017, and ISO 27018
- US Federal Risk and Authorisation Management Program (FedRAMP)
- Security Organisation Controls (SOC 1, SOC 2, and SOC 3)
- EU General Data Protection Regulation (GDPR)

Nuance maintains a business associate agreement (BAA) with Microsoft.

\*<https://www.cyber.gov.au/irap/asd-certified-cloud-services>

### **Secure access to Microsoft Azure data centers**

- **Physical access.** Nuance employees do not have or need physical access to Microsoft data centers. Microsoft uses advanced secure physical access methods to secure its Azure data centers.
- **Electronic access.** Nuance grants the minimum level of required electronic access to Nuance resources within Microsoft Azure.
- **Two-factor authentication/jump hosts.** When electronically accessing the data center, authorised personnel are required to use two-factor authentication for identity verification. Additionally, access to our production environment is conducted through an intermediate jump host to help prevent unauthorised access.

## **Nuance security measures**

Nuance security measures are designed to help protect customer and company data, including:

### **Engineered for security**

We follow industry-standard frameworks such as the Microsoft Security Development Lifecycle (Microsoft SDL) and the Building Security in Maturity Model (BSIMM). Our secure software development lifecycle (SDLC) program provides secure design and implementation governance to help ensure our software applications are architected and developed free from security problems while providing security testing, structure, and guidance to product developers.

Nuance utilises third-party services to protect Nuance cloud services from virus or malware infection and conduct regular penetration testing. Nuance also performs weekly internal and external scans to identify potential vulnerabilities. Vulnerabilities that are discovered are resolved with the highest priority.

Additionally, Nuance operations personnel perform monthly scans of the Nuance hosted services to identify potential vulnerabilities and their related remedies. Based on the severity of the vulnerability, the vendor patch is tested and deployed to production.

### **Data transmission—encryption in transit**

Nuance speech-enabled client applications stream audio in real time to Dragon Medical Cloud Services for speech recognition processing. All communication between client applications and Dragon Medical Cloud Services is transmitted via HTTPS utilising TLS 1.1 or TLS 1.2, with an AES 256-bit cipher algorithm. Audio is never stored locally on a client's device, and recognised text is encrypted and returned directly to the target application for persistent storage. We monitor security standards and perform external audits to ensure that our data centers meet the highest standards for secure data transmission.

### **Data storage—encryption at rest**

Nuance safeguards all customer data using encryption at rest. Dragon Medical Cloud Services use Azure Managed Disks with Storage Service Encryption (SSE) to store all customer text and audio. Customer metadata, such as licensing information, user accounts, etc., are stored in SQL Server databases utilising Azure's Transparent Data Encryption. Both of these Azure services implement AES 256-bit encryption to ensure the highest level of protection for data at rest.

### Data retention and usage

Audio files and text are used to provide the service purchased and to train and optimise the speech engine for individual user profiles and improve speech recognition accuracy for every user. Dragon Medical One and Dragon Medical Embedded do not require any patient metadata and do not associate specific information with any individual patient.

### High availability and service continuity

Dragon Medical One services are deployed in an active/active configuration, with continuous data replication between two Azure data centers. In the unlikely event of a data center failure, operations are rerouted to the alternate data center to maintain a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of 1 hour or less.

Within each data center, the system architecture of Dragon Medical Cloud Services provides the following high-availability features:

- Fully redundant network infrastructure, including load balancers and switches
- Multiple clustered application servers
- High-availability network storage with fiber-optic connections
- Clustered database servers
- Clustered and extensible speech server farm

## Conclusion

At Nuance, we are fully committed to an ever-advancing, defence-in-depth security strategy and corresponding controls intended to ensure that the healthcare data you entrust to us is kept private and protected.

Our security practices, combined with a highly available and redundant infrastructure, are designed to provide your clinicians with the fast, secure, and uninterrupted service they expect—and your patients deserve.

To learn more about Nuance Dragon Medical One for clinical documentation, please call 02 9434 2300 or visit [nuance.com/en-au/healthcare](http://nuance.com/en-au/healthcare).

---

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organisations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

---

---

### About Nuance Communications, Inc.

Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit [www.nuance.com/en-au/healthcare](http://www.nuance.com/en-au/healthcare) or call 02 9434 2300. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#), and [Facebook](#).

---