

Welcome to
Better Health

A Weekly Update
for Asante Employees

Every patient,
every day, every time.

ASANTE® News

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Stealing Secrets: Hackers Seeking Asante Information

Some social engineering has been taking place at Asante, and it has nothing to do with coworkers connecting on a personal level. Hackers pretending to be from well-known companies such as Microsoft or from the offices of individual Asante physicians have been contacting employees by phone and trying to trick them into divulging information or allowing access to Asante computers.



The practice – known among hackers as social engineering – is an attempt to prey on individuals to gain company information. Health-care systems are a top target for hackers because of the high value of patient information and health-care technology.

The fraudulent callers typically say they are trying to solve a problem with a computer in the employee's office, and need access to the computer. They may ask for the employee's ID information and password or about Asante employees or business practices, and they may warn that a computer or project will be harmed if they don't take immediate action.

Asante employees are reminded that only Asante Information Technology Services (ITS) provides service to the organization's computer systems. Microsoft and other

outside companies do not contact individual employees about computer issues.

Those who receive unexpected phone calls from people asking for information about Asante employees or the computer system should ask the caller to prove his or her identity and the reason for the call. If there is any question about the call's legitimacy, the employee should decline to share any information, ask for a call-back number and then hang up and report the incident to the ITS Help Desk at x14141.

Asante ITS offers [a detailed explanation of social engineering scams](#) and how employees can recognize and thwart the would-be hackers.

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.

Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.