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HIPAA Compliance Database Solution

What is HIPAA?

HIPAA is a US law that puts forth a series of requirements for the protection of PHI, or protected health information. These standards apply to covered entities - anyone who provides treatment, payment, and operations in healthcare - along with business associates - anyone who has access to PHI or provides support in treatment, payment, and operations in healthcare.

These covered entities and business associates are responsible for ensuring they are in compliance with HIPAA standards. We cannot give advice on whether or not you need to be HIPAA compliant.

How does HIPAA work with Knack?

Any Knack customers that wish to store PHI in their Knack applications will need to ensure that these applications are HIPAA compliant.

In HIPAA terms (see above), Knack is the *Business Associate*, and the Knack customer is the *Covered Entity*. HIPAA laws have explicitly outlined the terms, policies, and security measures that must be implemented by both parties to ensure that PHI is protected.

This relationship is governed with a Business Associate Agreement ("*BAA*").

What is a Business Associate Agreement (BAA)?

A BAA is a legal provision that governs the relationship between the Business Associate (that's us) and the Covered Entity (that's you), particularly in regards to PHI.

Some key components of the BAA include outlining the following:

- Knack's compliance with HIPAA standards as outlined by the Federal Department of Health and Human Services.
- Knack's obligations and activities with regards to PHI, including security safeguards and breach reporting.
- Knacks' permitted uses and disclosures with regards to PHI.

![knack*](knack logo)

- Your obligations and requirements as a Covered Entity.

This BAA will serve as an amendment to the standard Knack terms of service. A signed BAA is a requirement for moving forward with a Knack HIPAA plan.

What makes Knack plans HIPAA compliant?

We have spent countless hours working to ensure our HIPAA plans are fully compliant and ready to protect your sensitive patient data. Some specific features of our HIPAA compliant plans are as follows.

Security

- HIPAA-only hosting on a security-enhanced infrastructure in Amazon's cloud that meets the strictest government security requirements (GovCloud)
- Additional logging and auditing around all data access
- End-to-end data encryption
- Minimum password requirements in the Builder and Live Application
- Inactivity timeout - automatic logout after 15 minutes of inactivity in the Builder
- Live App force HTTPS redirect - all communication between your browser and the website is encrypted

Policies

We have internal policies that cover the key topics required to be HIPAA compliant, including accounting of disclosures, incident response, identity and access management, and so forth.

Logging

Note: all logging is for internal use only.

- Logging to monitor activity by internal users
    - Logon successes and failures
    - Password changes
    - Additions/deletions/changes to user and/or group access
    - Logon attempts for disabled, service, system and non-existing accounts
    - VPN activity
- System and application crashes, shutdowns, restarts, and critical errors
- Additions/changes/deletions to network services
- Changes to system and other key files
- Application installs and updates
- Database backups

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Why should I choose Knack for my HIPAA app?

Our HIPAA plan is the best way to get the flexibility and power of a custom database application while meeting strict government security and privacy standards around patient data.

With Knack, you don't need to know how to code to create powerful applications that manage, share, and empower your data. You get to decide what features you want and build a solution that enables your processes, not the other way around. Integrations with Stripe, Paypal, and the Knack API allow you to integrate your database across the organization for a powerful business system.

On top of all that, we don't charge per user, making Knack an even more affordable solution for many customers.

Some of the healthcare apps you can build using Knack include:

- EMR/EHR Systems
- Patient Record Portals
- Counseling & Treatment Notes and Patient Management
- Clinical Trial & Research Programs
- Training & Certification Tracking

NOTE: Due to certain technical limitations, custom domains cannot be utilized with HIPAA apps. We are currently exploring options for making all features from our standard plans available on the HIPAA plans. In the meanwhile, you can embed your HIPAA app into your own website in place of a custom domain.

What does the HIPAA plan cost?

All HIPAA plans include access to all Knack product features, with the exception of custom domains.

Support for all HIPAA plans includes:

- Support Tickets
- In-app Messenger

HIPAA Plus (Plus 1, Plus 2, and Plus 3) and private server plans also have access to 24/7 emergency response tickets. Emergency response tickets are for immediate priority for extremely urgent and catastrophic issues - data loss, primary app features no longer functioning, and the inability to load your apps.

The HIPAA Basic plan does **not** have access to emergency response tickets.

Knack HIPAA Plans

With all the plans listed below, Knack will offer a standard BAA. If you require custom terms on the BAA, you must choose the private server option.

	HIPAA Basic*	HIPAA Plus 1*	HIPAA Plus 2*	HIPAA Plus 3*
Annual Cost	$7,490	$9,440	$11,540	$16,790
Records	125,000	250,000	500,000	1.5 million
Storage	50GB	100GB	200GB	500GB
Apps	25	50	100	250
Shared Builders	15	25	50	100
API Calls	10k/day	25k/day	50k/day	100k/day
Additional Records	$500 per 40,000	$1,000 per 100,000	$1,000 per 100,000	$1,000 per 150,000
Additional Storage	$500 per 20GB	$1,000 per 40GB	$1,000 per 50GB	$1,000 per 60GB

(All pricing is subject to change.)
*The HIPAA Basic, HIPAA Plus 1, HIPAA Plus 2, and HIPAA Plus 3 plan are all eligible to receive our 25% [nonprofit discount](#).

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How do I get on a HIPAA-compliant plan?

First, reach out to us at hipaa@knack.com to get the process started! We'll discuss your requirements and the plan that best suits your needs. Then we'll send you our BAA and HIPAA Agreement to sign. If you want to use a custom BAA, we will work to get that reviewed and signed together. Please note that custom requirements in the BAA may affect the price of your plan.

Once the BAA and HIPAA Agreement are signed and returned to us, we will work on getting your account onto a HIPAA server. If you're opening a new Knack account, we will get that account created on our HIPAA server. If you are migrating an existing account to our HIPAA server, we will start scheduling the migration.

Once the migration is complete, we will bill you for the cost of the HIPAA plan and return the countersigned BAA and HIPAA Agreement. At this point, your Knack apps are officially HIPAA compliant!