

# Incident Response

Helping You Effectively Contain, Investigate, and Remediate Cybersecurity Incidents

Provided by 1stResponder, a Clearwater partner

**Your always-on partner, we'll help you restore operations, minimize damage, and meet your regulatory obligations head-on.**

As ransomware incidents proliferate across the healthcare industry, effective incident response is vital to minimizing downtime in the event of an attack and protecting patients from harm that can come from delayed services and impacted procedures.

Highly skilled and experienced, Clearwater's team of incident response specialists and security analysts provide a rapid and coordinated approach to reacting, containing, investigating, and responding to active cyber incidents. Forensic experts from our partner 1stResponder work with Clearwater's team to determine breach exposure, provide digital forensics identifying root causes, and restore normal operations efficiently.

Clearwater's compliance experts help ensure clients meet regulatory reporting requirements and prepare for an Office for Civil Rights investigation, which is expected for any breach of 500 or more patient records. Additionally, Clearwater provides clients' board of directors with a direct opinion of the incident's root cause and recommended corrective and preventative actions to avoid future occurrences.

## Program Benefits:

- Better preparedness—know you're ready to respond when a cyber incident happens
- Peace of mind—you'll have expert support at the ready when you need it
- Remediation guidance
- Cost savings—incident response retainers are often more affordable than cyber insurance out-of-pocket engagements and deductibles.



## Program Features

**Incident response preparedness:** founded on incident response best practices, we provide a review and recommendations to confirm that the right documentation and processes are in place.

**Ransomware and cyber breach investigation:** we provide ransomware and cyber breach investigation services on an as-needed or retainer basis. We will stand with you in the fight and assist with tactical and strategic responses and recommendations.

**Compromise assessment:** we'll perform a compromise assessment/threat indicator assessment (TIA) when there is suspicion of a network security incident or after a known security incident to verify that no traces of infection remain.

**Tabletop exercise:** custom to your needs, we will build, guide, and lead tabletop exercises to strengthen your incident response policies and procedures and better position your teams to respond to an incident.

## Clearwater by the Numbers

**650+**  
Customers served

**14+**  
years focused on  
healthcare.

**100%**  
Success rate with OCR