



## Protecting Your Pharmacy Against Cyberattacks in the Age of Covid

Over the past two years, Canadian businesses grappled with Covid-19 and the increased cyberattacks that the chaos of the pandemic invited.

The scope of the problem is sobering.

Canada's [Communications Security Establishment \(CSE\)](#), which monitors the country's cybersecurity efforts, has seen an increase in cyber threats since the

beginning of the pandemic. CSE reports healthcare and medical research facilities are currently a favoured target for hackers.

Pharmacies, in particular, house an enormous amount of sensitive patient and drug data—the kinds of information that cybercriminals like to target.

In 2020, 78 percent of Canadian organizations reported at least one cyberattack, according to the [\*2020 Cyberthreat Defense Report\*](#) issued by the [\*CyberEdge Group\*](#), a marketing and research consulting firm located in the United States in Annapolis, Maryland. In 2021, that number increased to 85 percent.

To stay ahead of these devastating attacks, pharmacies and pharmaceutical companies have had to adopt the newest automation tools and upgrade other technology platforms to streamline and secure their operations. While these measures have helped these organizations greatly improve their customer service and safety standards, these new tools and technologies also have opened the door to greater cybersecurity risks.

To help combat a growing rise in cyber threats, pharmacies need to be hypervigilant in their security protocols and invest in the kinds of technology tools that will help keep them—and their customers' data—safer.

### **Invest in state-of-the-art cybersecurity protection technology.**

With the financial impact that Covid has visited on many pharmacies, it might seem difficult to justify the expense of increasing your cybersecurity protection. But consider how much a data breach or ransomware attack (where cyber thieves hold your data for ransom) could cost you. The report from CyberEdge found that **61 percent** of Canadian business respondents were affected in some way by ransomware in 2021.

In fact, the average cost to “fix” a ransomware attack is [\*\*\\$1.92 million\*\*](#). What’s more, many cyber protection options can be surprisingly affordable. So invest in the most

secure and up-to-date technology to protect your website, email and other technology platforms that may be vulnerable to risk.

### **Vet Third-Party Vendors**

Since most pharmacies rely on third-party vendors to streamline their operations (ordering inventory, recordkeeping, payroll) and support their customers (ordering and fulfilling medication requests and delivery), it's important to make sure those vendors have their own cybersecurity house in order. Talk with your vendors to determine if you are comfortable with the measures they have taken to protect themselves against a data breach. A [2021 IBM Cost of a Data Breach report](#) found that the average Canadian company could pay upwards of \$5.4 million in 2021 for such a breach.

### **Strengthen the Employee Gap**

Many hackers find their way into a company through the organization's employees. Sending employees a phishing email with a malicious link is a favourite way into the company. Once cybercriminals gain access to your pharmacy's technology platform, they can do considerable financial, technological and reputational damage. Your employees should go through annual cybersecurity training, change passwords frequently and always be on the lookout for suspicious cyber activity.

Computer hackers are always going to be with us. And the pandemic created the kind of uncertainty that these opportunistic criminals thrive on. So take the time to assess your cyber risks, and then invest in the protections that will keep your employees, customers and pharmacy safe from a crippling data breach or ransomware attack.

iApotheca's new [EconoRoute™ Prescription Delivery Network](#) allows you to easily, securely and affordably make customer deliveries, track them in real-time and meet regulatory compliance.

For more information on how prescription delivery software can streamline your business, go to [www.iapotheca.com](http://www.iapotheca.com).

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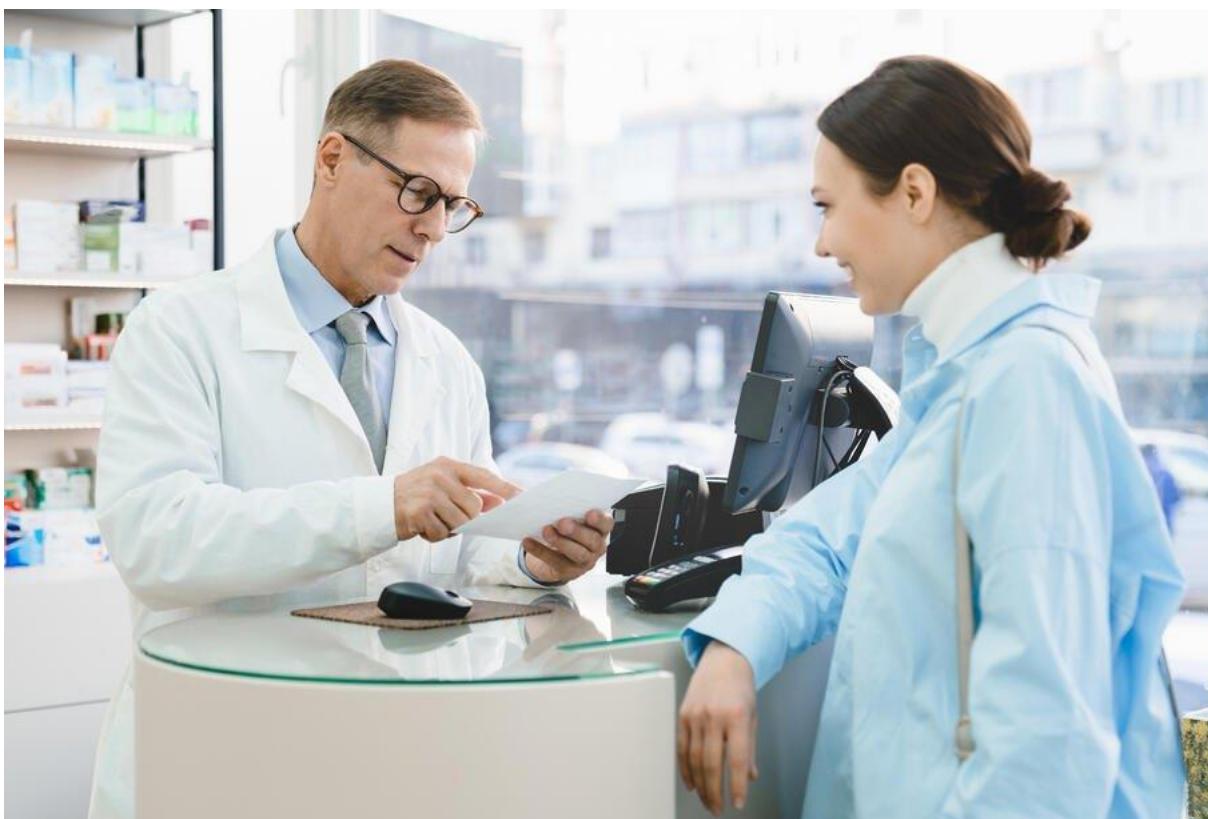
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- Real-time delivery tracking & proof of delivery.
- Your choice of same-day or next-day delivery options.
- Up-to-the-minute reports on the growth of your delivery service.
- All the compliance tools you need to ensure patient safety.

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And Get a Chance to win a \$50 Amazon Gift Card!**

We believe that including the perspective of pharmacists and patients in our content is important. That's why we are conducting research on how pharmacists view the future of the industry and how to provide the best patient experience.

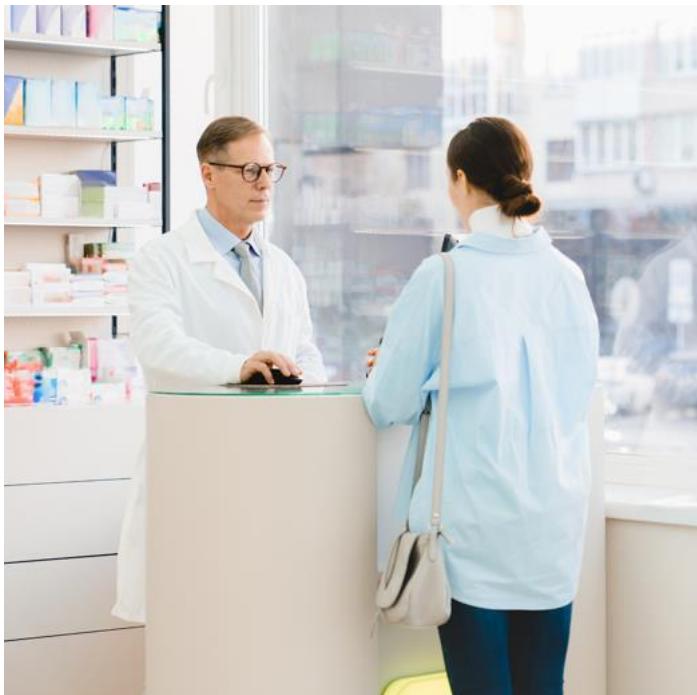
This week it's all about mental health! How can you help patients with their mental health? What is the importance of mental health in pharmacy? Share your valuable insights with us by participating in our short survey! Click the button below to get started.

**Note: You automatically get entered in a bi-weekly raffle draw to win a \$50 Amazon Gift Card by participating in the survey.**

[\*\*TAKE THE SURVEY\*\*](#)

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## More from iApotheca



### The Patient Perspective Survey

We are conducting research on how patients perceive their experience with pharmacy in Canada. We're looking for survey participants like you to share experiences with both pharmacists and pharmacies in general. Take the survey today to get a chance to win a \$50 Amazon Gift Card!

[\*\*Take The Survey\*\*](#)



## EconoRoute™ Prescription Delivery Network May Updates

Our team has been working hard to make your EconoRoute™ experience the best it can be. This month, we've got some more exciting news! Find out what they are in this blog.

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## [Education & Treatment: How Pharmacists Can Help Patients With Shingles](#)

Did you know anyone who has had chickenpox is at risk for shingles, regardless of age? And the risk increases with age! Learn more about shingles prevention and education from this article.

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