

Cyber Safety Tips

FOR PATIENTS AND VISITORS



YOUR SAFETY,



YOUR MINDSET,



THE RISKS!

Here Are Some Ways to Stay Secure and Stay Smart During Your Stay or Visit!

DO NOT TAKE THE BAIT!

- We will come ask you in person if we need information from you. Never give out your personal information like your social security number, credit card information, or Medicare number unless you verify who the person is.
- Staff are trained to not accept tips or gifts. We will not request money, gift cards, or other types of financial information.
- Do not click on links or attachments that seem fake or from people you don't know - just DELETE them!



DO NOT LEAVE YOUR COMPUTER, PHONE OR PASSWORDS LYING AROUND!

- Keep your information and electronics in a safe and secure place, such as a locked drawer.
- Do not share your phone with staff, visitors, or strangers.
- Create a strong password to protect your accounts, phone, or computer.
- Change passwords often.
- Use a secure Wi-Fi or internet.

BE SAFE WHEN USING A PUBLIC COMPUTER OR TV!

- Use caution when logging into any personal accounts on a public computer.
- Fully logout of any accounts or pages when you leave or are finished on a computer or TV.



PROTECT YOURSELF AND OTHERS ON SOCIAL MEDIA!

- Be careful what you post on social media.
- Never post a picture that shows other patients, residents or family members without their permission.
- Follow your facility's policy on social media.

Anyone can be a victim of a scam. Do not be embarrassed to tell someone if you think you have been scammed. Talk to your family or friends about ways to stay safe or if you think something is suspicious.

Turn this page over to learn about some common scams and how you can stay safe.

Common Scams That You May Hear About

TYPE OF SCAM	WHAT THEY USUALLY ASK FOR	HOW TO ADDRESS IT
Sweepstake Scam	You are a winner! Send us your bank information so we can send you the money.	Do not provide anyone bank information over the phone or via email. Verify the caller.
Click Here! Scam	Click this button to win a prize!... while someone then downloads viruses on your phone/computer.	Do not click on links, attachments or other items from unknown senders. Verify the sender.
Robot Calling Scam	Hi, I am from Visa and I can lower your interest rate. Can you send me your credit card information?	Do not give anyone your credit card information that you don't know. Banks should have that account information.
Social Media Scam	Click here to win a free piece a jewelry with your purchase.	Do not click on link that you are not sure who they are or where they go. They may ask you for credit card information or address information.
Family Emergency Scam	Someone in your family is in the hospital and needs help paying medical bills. Can you please send money right away?	Hospitals will not ask for money. Make sure you confirm the family emergency with the family/relative before sending any money.
Health Information Scam	Caller will ask for your Medicaid number or other health information without disclosing where they are from.	Do not give out any personal information, medical information or specific numbers related to you. Healthcare entities will have that information.