



# Admission & Technical Standards

As a leader in the dental integration industry, the DIA sets an example when it comes to ethical values and professional standards. The Professional & Technical Standards sets out the minimum rules we must all follow as members of the DIA. Our Standards guides our decisions and it builds trust with our clients and peers. Our Professional and Technical Standards represents our commitment to do the right thing.

## Admission & Technical Standards

**Mission: The Dental Integrators Association was formed to improve the quality of dental technology integration for the benefit of both client, practices and member firms.**

To be considered for membership in the DIA, firms are **required to have the following Admission Standards:**

- ✚ **Have been in business at least three years**
- ✚ **25% of business revenue must come from the Dental Field and have a minimum of 20 Dental Clients**
- ✚ **Submit Letters of Reference and Installations Projects**
  - a. Three letters of reference from dental practices
  - b. Submit **detailed documentation**--including photos--of three dental IT installation projects.

If approved, DIA members must adhere to the following **Technical Standards**.

- ✚ **Use and distribute only legal, licensed software. Refrain from assisting in the installation, support or distribution of pirated or suspected pirated software.**
- ✚ **Adopt and make available for inspection a document management process whereby:**
  - Technical requests are recorded, documented and tracked from inception to resolution and maintained for future reference.
  - Records are made available to the Dental office upon written request.
- ✚ **Adopt and make available for inspection an employee confidentiality policy for dealing with protected health information.**
- ✚ **Implement network servers when the following conditions are met:**
  - A dedicated server, when an office grows to a size of above 5 workstations or computers.
  - A dedicated domain controller when an office requires security provided by domain networks, or when an office grows to a size of more than 10 workstations or computers.
- ✚ **Implement Business Class firewalls that meet the following conditions:**
  - Ability to report access, intrusion and attacks.
  - VPN Encryption for remote access and wireless.
  - Remote access reporting and logging.
  - Automatic security software updates.
  - Closed and masked external ports.

 **Implement an Automated Backup System that meets or exceeds the following requirements:**

- Enabled reporting of success/failure to the end-user in plain language email or printout.
- Enable Encryption on backups and document encryption key.
- Provided encryption key to Dental Office upon request and retain record in document management process.
- Includes offsite transportation of backup data.
- Document Backup Instructions and record a signature from Dental Office that they received training on the backup system.

 **Implement Business Class Antivirus and Antimalware/Spyware Software that meets or exceeds the following requirements:**

- Registered, paid, business version of the software.
- Ongoing update system provided enrollment under software support.
- Central management system with ability to centrally set exclusions.

 **Implement Complex Server Passwords that meet or exceed the following requirements:**

- 11 character length.
- Contains a minimum of one of each of the following characters:
  - Alphabet letters: A-Z
  - Numeric numbers: 1-9
  - Symbolic characters: ( ) - \_ + = ! @ # \$ % ^ & \* { }
- Passwords, or instructions on how to change the passwords, shall be provided to the Dental Office upon written request in the event of a relationship termination.
- Passwords shall be deleted after a reasonable time of inactivity with the Dental Office or upon request from the Dental Office.

 **Understand and comply with all HIPAA rules and regulations as applicable to dentists, as well as IT firms.**

 **Maintain an Errors & Omissions Insurance Policy with coverage limits appropriate for business size and liability.**

 **Maintain enrollment in the Microsoft Partner Network with a minimum level of “Registered Partner.”**

