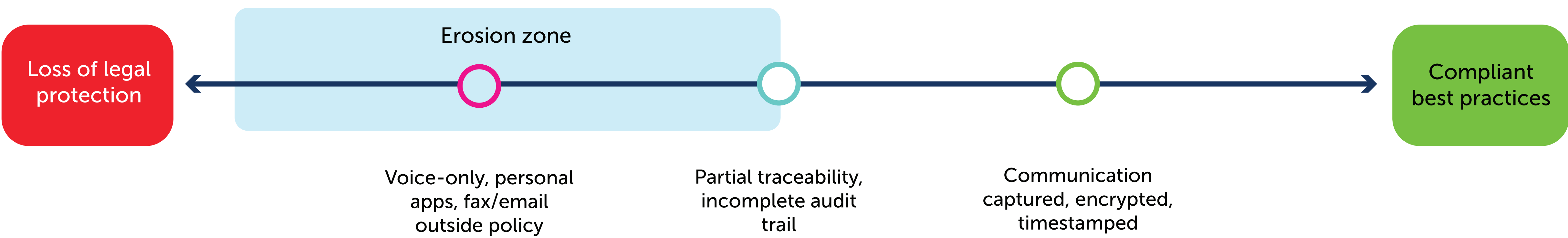


The Compliance Defensibility Gap: Where Care Coordination Becomes a Liability

Care can be clinically sound and still hard to defend. The weak point is rarely the protocol itself. It's the lack of healthcare compliance evidence across routine communication.

Communication technology's role in combating defensibility leakage



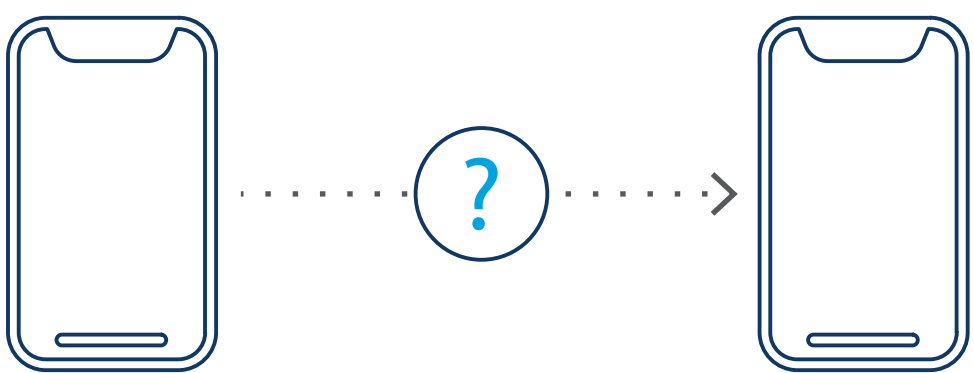
Communication processes with defensibility leakage across patient events

1 Clinical Trigger



When an alert leaves its source system and enters care team communication, that handoff must be secure and logged. That's where defensibility begins.

2 Notification Failure (Escalation)



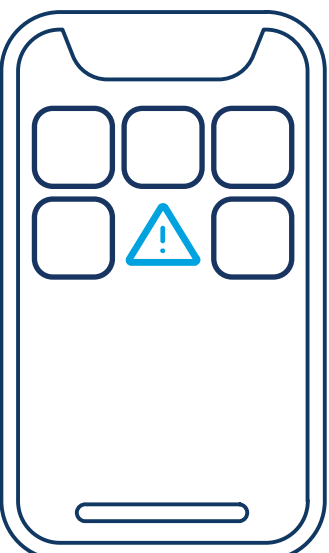
An escalation is sent, but there's no confirmation it was received. Regulators and auditors expect proof of receipt, not just an assertion that "we called."

3 Verification Gap (Internal Handoffs)



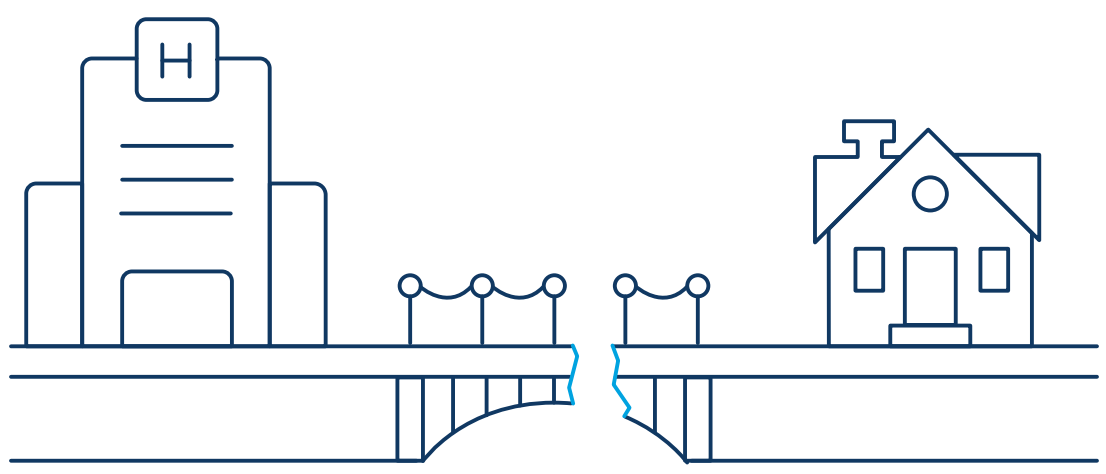
Details move verbally between units with no read-back or digital confirmation. If the handoff isn't captured, there is no reliable record of what was transferred, to whom, or when.

4 Decision Paradox (Voice & Shadow IT)



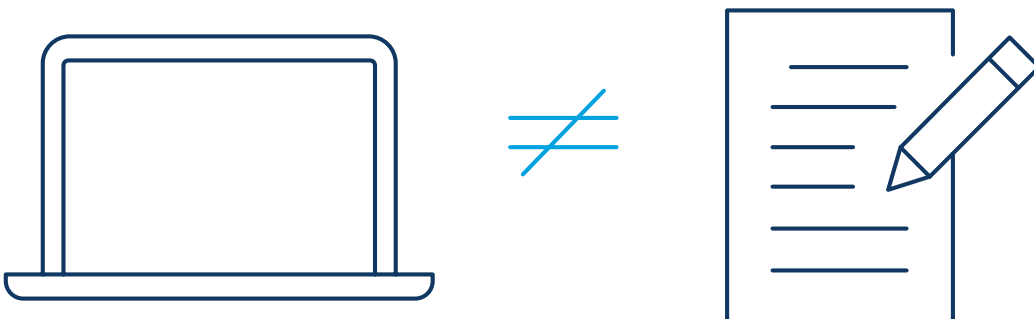
Care decisions play out on unrecorded calls or consumer apps. PHI must remain within authorized systems; anything outside leaves a permanent gap in the official record.

5 Interoperability Wall (External Transitions)



Updates travel by fax or unencrypted email. Without secure, logged exchange, the chain of custody for clinical responsibility is unclear.

6 Transparency Gap (Patient Engagement)



High-stakes decisions still happen over voice — the least auditable channel in most organizations. Without a secure, traceable record, what was said remains impossible to prove.



Global standards mandate safe care and proof of how that care was coordinated. By building secure, auditable communication into everyday workflows, organizations turn disconnected conversations into a unified, defensible record of truth.

Learn more:
[From Conversations to Compliance: Building Audit-Ready Proof into Every Interaction](#)