e-REAL® by LOGOSNET

Cybersecurity

HEALTH AND SOCIAL CARE STAFF



Protecting people.
Keeping care going.

Prevention and on-site support during crises

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HEALTH AND SOCIAL CARE STAFF

When digital risk affects care

Prevention and on-site support during crises

We support health and social care staff, coordinators, managers and administrative teams facing cyberattacks, deception, extortion and psychological pressure. We help people stay clear-headed, protect information and coordinate their response, with attention to the safety of those receiving care and continuity of services.

For hospitals and outpatient clinics, community services, residential care and home care.

Prevent

Recognise suspicious requests, verify who is contacting you, use trusted channels and report anomalies.

Manage the crisis

On-site support and real-time advice. We also provide rapid and emergency interventions, activating as needed without prior notice.

Learn by doing

Simulations and cases drawn from everyday work to practise decisions, communication and collaboration.

Making safeguards work through people

We understand how security systems work and their operational constraints. Although we do not design them, we help users understand alerts and turn procedures into effective behaviours. We work alongside clinical, operational, ICT and privacy leads to connect tools, roles and responsibilities.

Prevention, simulations and on-site support.

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CASE EXAMPLES

When systems stop or data is threatened

Service continuity, confidentiality and decisions under pressure.

01 Care records and digital services unavailable

An attack blocks access to care records, test results or appointment systems. Requests, delays and uncertainty increase; staff and families need information.

Our work: make priorities explicit, clarify roles, support coordination and communicate uncertainty within the organisation’s established continuity procedures.

02 Stolen data and threats of disclosure

A demand for money comes with a threat to publish health data or information about people receiving care. Fear and urgency affect the team.

Our work: recognise psychological pressure, avoid improvised responses and support coordinated discussions with management, privacy leads, lawyers and ICT specialists.

Shared priorities. Trusted channels. Clear handovers.

CASE EXAMPLES

When deception exploits trust and urgency

Credible requests, false identities and pressure on people.

03 The fake colleague or support technician

Someone poses as a colleague, manager or technician and requests credentials, data or remote access, claiming there is an urgent problem.

Our work: recognise manipulation, verify the identity and request through authorised channels, and support staff who need to pause and seek confirmation.

04 Suspicious messages and requests for data

A message appears to come from a relative, service or supplier. It asks for documents, confidential information or immediate action.

Our work: separate urgency from credibility, verify the recipient and channel, report the concern and coordinate communication with those involved.

Seeking confirmation and raising concerns must be practical options, even under pressure.

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DURING A CRISIS

Support as events unfold

Practical support for people who need to coordinate, decide and communicate.

Prolonged disruption, tension and disinformation

Services remain disrupted; fatigue, questions and conflicting information accumulate. Shifts change and the team needs to maintain a shared picture with colleagues, people receiving care and their families.

Our work: organise information, share the workload, support people under pressure and manage communications and handovers in coordination with the organisation’s leads.

Before Work on real activities: requests for data, reporting concerns, communication channels, roles and shared decisions.

During Support the team in difficult interactions, managing pressure and coordinating the response.

After Reconstruct events, identify what helped or hindered the response and turn experience into useful practices.

Rapid and emergency interventions

We can activate as needed without prior notice, agreeing with the organisation’s leads on the support required for the specific situation.

OUR CONTRIBUTION

Different expertise. One shared case.

Working alongside the leads and professionals within your organisation.

Psychology and organisational behaviour experts

Stress, emotions, group dynamics, conflict and decisions under uncertainty: we work on the factors that help or hinder the response.

Civilian and military PSYOPS specialists

Our team includes retired Italian Armed Forces officers. Expertise in psychological operations helps explain influence, intimidation, deception and psychological pressure.

Criminal lawyers and criminologists

They help interpret conduct and responsibilities, and understand relationships between victims, those behind the threats and other parties.

ICT experts

They understand tools, systems and operational constraints, connect the cyber incident with people's decisions and collaborate with the organisation's specialists.

Support that fits your care setting

We work on people's decisions and interactions in coordination with the organisation's leads. Care continuity and service recovery actions follow the organisation's plans and procedures.

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PRACTICE AND FEEDBACK

Simulate. Reflect. Try again.

Prevention, simulations and on-site support.

Individual or group scenarios recreate health and social care situations, including conversational AI avatars and new developments during the exercise. Feedback and debriefing help staff recognise behaviours, understand choices and test more effective responses.

01

Scenario

02

Decisions and dialogue

03

Feedback

04

Try again

Observe to improve

Feedback connects specific events with information verification, use of procedures, communication, coordination and managing pressure. Objectives are agreed with the organisation; scenarios use fictional or appropriately anonymised data.

Let’s discuss your team’s needs

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