

TELEHEALTH PRIVACY MEASURES FOR CLIENTS



When engaging in Telehealth Services, privacy and confidentiality of your personal health records is in your hands. Here are some ways you can keep your personal health records private and confidential.

Paper Records:

- Keep paper documents in a locked cabinet.

Telehealth and Electronic Records:

- Go to a private location where others cannot hear you when you are engaging in Telehealth Services.
- Use secure video conferencing technology. (Life Strategy Consultants, LLC will always initiate Telehealth Services using HIPAA compliant technology.)
- Do not record any video or audio sessions.
- Password protect your computer or any device used for Telehealth Services.
- Always log out of your sessions.
- Do not have any software remember your password. Login every time.
- Do not share your password(s) with anyone.
- Do not share your computer or device.
- While engaged in Telehealth Services, do not visit other webpages.
- Clear your device's browser's cache (browsing history) after every session.
- In your contact list, identify your therapist by a name rather than as "counselor" or "therapist."
- Do not download or store information off your client portal (if applicable). Or, store downloaded data in an encrypted file.
- Use a firewall and up-to-date antivirus and antimalware programs.
- Only use a secure network when engaging in Telehealth Services. Never use public Wi-Fi.
- Notify your therapist if you suspect a breach in your security.

For more information on securing your mobile device visit: <http://www.healthit.gov/providersprofessionals/how-can-you-protect-and-secure-health-information-when-using-mobile-device>

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