

This presentation is one in a series that will explore how HIPAA Video maintains the privacy of your health information. In this presentation, we will review how the privacy of your visit with a healthcare provider is kept secure.

The Players

In any telehealth visit, there are a number of individuals and equipment involved.

Your healthcare provider is responsible for scheduling your visit and performing the medical part of your interaction.

HIPAA Video is responsible for the creation and maintenance of the HIPAA Video Software.

Of course, the patient and healthcare provider each need a **computer** to hold the visit. The computer could be a laptop, tablet, or even a cell phone.

And finally, there is a **server** that works in the background.



Setup Overview

HCP sets up an account with HIPAAVideo.net & signs up for service

Everything starts when the healthcare provider chooses to use the HIPAA Video platform. This is based on how the software works, the integrity of the company, and the pricing model.

BAA issued

Once the provider signs up, we send a business associate agreement. This outlines our responsibilities regarding the protection of protected health information.

Account Created on Server

At the same time, we create a provider account on the server. This contains information on the provider's account, billing information, and the like.

Patient Signup with HCP

Now that the account is active, the provider can contact patients regarding setting up appointments. Once they have an appointment confirmed, the system will send reminders as needed up until the appointment date and time.

Schedule Visit

The server now knows that the provider has scheduled a visit and knows some very limited information about the patient. This information is maintained in an encrypted database that is itself protected by physical and software protections. It has been challenged by outside professionals and found to be exceptionally secure. That will be the topic of a future presentation.

Telehealth Visit & Notes

When the video visit occurs, it is entirely held between the provider's computer and the patient's computer, and it is fully end-to-end encrypted.

During the visit, both parties may take notes of various types, to use as they desire.

Visit Ends

When the visit is over, the connection between browsers is terminated, and what remains on the server is information that is frankly pretty hard to decipher if one could get to it. And only a very limited group of people at HIPAA Video can get to the server for any purpose.

Finally, we go back to the start. The provider may schedule or attend other telehealth visits as the practice dictates.

