

Suggested Privacy Measures for Tele-mental Health Counseling Clients

The University Counseling and Testing Center recommends that you (the client) are aware of and use safety measures for keeping your PHI (Personal Health Information) confidential, including but not limited to the following suggestions.

Paper

It is recommended that you store all paper documents with your PHI in a locked cabinet.

When participating in distance counseling it is also recommended that you:

- Conduct the sessions in a private location where others cannot hear you.
- Use secure video conferencing technology. *The University Counseling and Testing Center uses Zoom, a HIPAA compliant application.*
- Do not record any sessions *University Counseling and Testing Center's HIPAA compliant Zoom application does not allow recording of sessions. If your Zoom meeting has a record option please notify the counselor immediately and make sure the box is unchecked.*
- Password protect your computer, tablet, phone, and any other device with a password that is unique.
- Always log out of your sessions.
- Do not have any software remember your password. Sign in every time.
- Do not share your passwords with anyone.
- Do not share your computer when you are logged on to any counseling software.
- If you wish to avoid others knowing that you are receiving counseling services, clear your browser's cache (browsing history), and on your phone, list your therapist by a name rather than as "counselor or therapist".
- Have all of your devices set to time out requiring you to sign back in after a set idle time.
- Keep your computer updated.
- Use a firewall and antivirus program.
- When online do not login as an administrator.
- Router / Access Point
 - Only use a secure network for internet access using a WAP2 security key.
 - Use your own administrator ID and password (not the default) for your router or access point.
 - Choose a custom SSID name, not the default name.
 - Limit the range of your Wi-Fi by positioning it near the center of your home.
- Notify your counselor if you suspect any breach in your security.