

TO KEEP YOUR TELEHEALTH VISIT PRIVATE

Seek Treatment and Support with Confidence

Understand your rights and responsibilities for protecting your personal health information.

PRIVACY IS IMPORTANT!

There are a few steps you can take to maintain your privacy when receiving mental health or substance use disorder services through telehealth.



PROTECT YOUR COMMUNICATIONS:

- ✓ If your provider gives you a choice between video apps (for example: Zoom, WhatsApp, or Facebook Messenger), use the most private option available.
 - If you're not sure, ask your provider.
 - Do NOT use apps like TikTok, Twitch, or Facebook Live, where posts can be viewed by more people.
- ✓ Make sure you adjust your privacy settings for the telehealth app (for example: turn on encryption and turn off location services).
- ✓ If you have to use someone else's device to receive treatment and you don't want them to have access to your treatment information, you should:
 - Inform your treatment provider that it is NOT your device so they don't send confidential treatment information to the device.
 - After using another's device, delete any history of communication about your treatment from the device. You can also set the device's browser to "incognito" mode to prevent it from storing history.

PREPARE YOUR SURROUNDINGS:

- ✓ Make sure your roommates, friends, or family can't overhear you during a confidential telehealth session with your provider.
- ✓ Use headphones and find a quiet, private space for your visit to help protect your privacy.
- ✓ Use a "Safe Word" with your provider to alert them when someone enters your private space, so that private information isn't shared in their presence.
- ✓ Think about the privacy of others if participating in group telehealth sessions. Be aware that people in your surroundings may overhear other patients and take steps to protect their confidentiality.

PROTECT YOUR DEVICE (PHONE, TABLET, COMPUTER):

- ✓ Make sure your device is password protected.
- ✓ If using wireless internet, make sure your wi-fi is password protected and avoid using public wi-fi.
- ✓ Who else knows your password? If others know your password and you don't want them to have access to your treatment information, you may consider changing it now.