TSU Counseling Services Telehealth Counseling Services
Suggested Privacy Measures for Telehealth Counseling Clients

TSU Counseling Services 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 telehealth counseling it is also recommended that you:

- Conduct the sessions in a private location where others cannot hear you.
- Use secure video conferencing technology. *TSU Counseling Services uses Zoom, a HIPAA compatible application.*
- Do not record any sessions *via the HIPAA compatible Zoom application for TSU Counseling Services does not allow recording of sessions. If your Zoom meeting has a record option please notify the counselor immediately.*
- 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 for the session. 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 that 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 administer 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.

Adapted from The University of Alabama at Birmingham UAB Counseling Services Telemental Health Emergency Operations Plan (March, 2020).