

# July 13th “Telehealth Privacy & Policy” Webinar Questions

## 1. What are the Platforms that are HIPAA compliant?

There are several but some vendors that offer HIPAA Compliant services and will enter into a HIPAA BAA are listed below. Please note that not all services provided by the vendors below are HIPAA compliant, they must enter into a HIPAA BAA before offering those services. You can find more information on the HHS site [here](#).

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- Cisco Webex Meetings / Webex Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger

## 2. What is a good resource to help sensitize providers to the digital divide and microaggression that are easily committed?

The broad use of telehealth is still very new and as a result, there is not a lot of research on this topic.

Operationally, we recommend these guidelines:

- Always offer telemedicine to patients who are eligible regardless of age, race, gender, or language ability.
- Approach video visits with the same discernment for bias as in-person.
- Always have a clear back up plan for reconnecting with the patient if the connection is lost.
- Research and offer resources that could benefit patients with low speed or no internet access.

## 3. As we teach other providers and students are there resources for “good practices”?

Our next webinar on July 20 is about this exact topic. You can [register for the webinar here](#).

## 4. Zoom bombing? What are the ways to prevent that?

In addition to the heightened security measures Zoom has built into their platform, we recommend taking the follow measure to prevent Zoombombing.

- Use a HIPAA compliant Zoom license
- Enable and use waiting rooms so providers can control who joins the meeting and prevent two patients from accidentally joining the same telemedicine visit
- If it fits your clinic’s workflow, use a unique meeting ID
- Make sure you are using the most up to date version of Zoom.

## 5. Often times clients are using phones while staff are using PC’s. Has this been a problem?

This has not been a problem for our clinics, though the interface for mobile, tablet, and desktop can differ. We encourage taking these differences into account when creating tools to support both provider and patients.

**6. Any suggestions on training our retired but semi-active affiliate faculty who are not tech savvy?**

We found using a train the trainer model for clinics very helpful. Other tips are to give at the elbow training when you can, conduct a test run before the first telemedicine visit that includes troubleshooting common issues, create an FAQ for specifically physicians that also includes basic troubleshooting solutions, and make sure there is clear communication on who to ask for help.

**7. Have there been patient complaints about the doctor not being able to see or touch them? Isn't diagnosis hard?**

So far we have not had any patient complaints about this. We encourage all providers to remind patients in the visit of the limitations of telemedicine while obtaining verbal consent. We recommend offering guideline to clinics on when telehealth is not appropriate and developing a workflow so patients can be seen in person if needed.

**8. What about the hard of hearing patients?**

Most translation services offer American Sign Language. Some video vendors offer live caption capabilities.

**9. How does the use of language interpreters work? We often have them on the phone during visits.**

You can either have your interpreter join the visit either with video or audio only, or you can explore translation services offered by your video platform. If you opt to have your own organization's interpreter join the call, we recommend using video over audio only.

**10. We will be moving to telemedicine next week using Zoom. A decision made by our IT dept. A lot of us are anxious. Any advice?**

UWM uses Zoom for our telehealth services. We recommend becoming familiar with the platform, identifying and understanding all the buttons and capabilities. There are a lot of configuration options for each account – we recommend identifying which options best suit your telehealth needs and creating configuration standards to meet those needs.