VIRTUAL CARE SECURITY TIPS
for providers

Virtual care offers many benefits, but it can also increase exposure to cyberthreats. These tips can help keep PHI secure.

Disclaimer: *Cybersecurity is an evolving topic. This infographic contains general suggestions. For specific advice, consult your legal counsel or health IT security specialist.*

PRACTICE GOOD CYBER HYGIENE

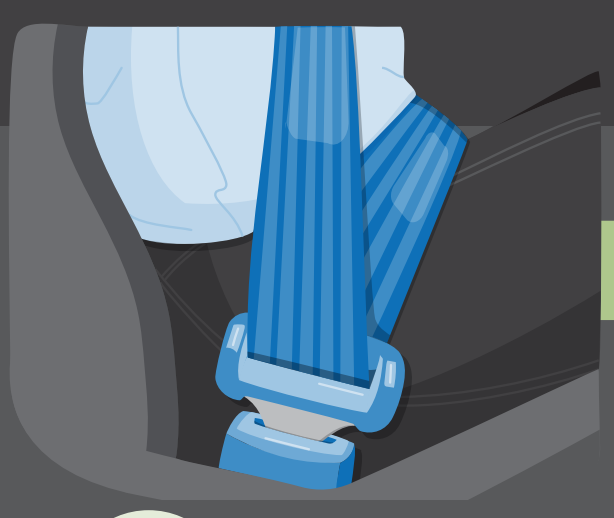
Good cyber hygiene keeps virtual care healthier and safer for you and your patients.

- Only use a secured Wi-Fi network or a virtual private network (VPN) for your connection
- Use strong passwords that are unique to each account
- Use Bluetooth-connected devices and headphones in private settings only
- Sign off of accounts, close applications, and disable Bluetooth, microphones, and cameras after each virtual care session
- Keep firewall, antivirus, and anti-malware settings on and up to date
- Never leave your devices, screens, or papers containing PHI unlocked or unattended
- Promptly upload patches for your device(s), operating system, browser, and all other software

FOLLOW SECURITY POLICY AND REGULATIONS

Comply with all federal, state, and organizational security rules including protocol for response to a possible data breach.

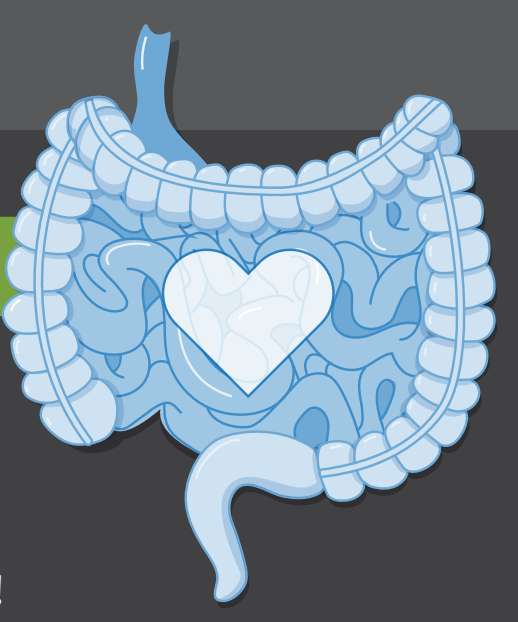
- Use HIPAA-compliant, encrypted applications and communications
- Document all virtual patient interactions and note the applications used
- Only install software approved by your organization
- Promptly report a security breach following your organization's protocol
- Limit data requests to what is needed to treat the patient
- If cyber insurance is not provided by your practice, obtain a private policy
- Do not save PHI on personal or shared devices



PATIENT SECURITY AND PRIVACY

Mitigate risks and educate your patients about cybersecurity.

- Share current privacy and security practices and policies with your patients
- Only permit necessary staff and patient-approved individuals to join the visit
- Encrypt communications with or about patients
- Use headphones to prevent others from hearing your conversation
- Verify you have the patient's consent to provide virtual care
- Educate patients about healthcare cybersecurity, including the benefits and risks of virtual care
- Introduce any other staff present and explain why they are there



TRUST YOUR GUT

Often our senses alert us to trouble. If something seems off or too good to be true, verify the source before engaging with any email, voicemail, or person.

- Think before you click. Email scams are common—if something doesn't feel right, don't click it
- Speak up! Check in with your security or IT department if you have questions or concerns

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