VIRTUAL CARE SECURITY TIPS
for patients

Virtual care offers patients convenience, flexibility, and reduced costs. To ensure your information is secure, consider the following safeguards.

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

What is cyber hygiene? Like washing your hands and getting enough sleep, good cyber hygiene is a set of best practices for keeping your digital information healthy and safe.

Use strong passwords
A strong password uses 12 or more characters, is unique to each account, and mixes uppercase letters, lowercase letters, and symbols.

Use security software on your device
Firewall, antivirus, and anti-malware software help protect your network and devices from harmful activity.

Use a secure router
If using a wireless internet connection, check that the router is secure and password-protected with a password set by you.

Stay Up to Date
Install current software updates to provide security patches for:

- Operating systems on phones, tablets, and computers
- Internet browsers
- Routers and modems

Close the Loop
Sign out of your accounts, close applications, and turn off Bluetooth, microphone, and camera once the virtual care session is complete.

PRIVACY PLEASE

When you engage in virtual care, it is critical to know who can see your screen and hear your conversations.

Find the right location
Pick a private place for viewing personal health information and virtual visits.

Use a secure connection
Do not use public Wi-Fi for virtual care or accessing any sensitive information.

Use Bluetooth wisely
Only use Bluetooth connected devices or headphones for virtual care in private settings.

Invitation only
Ask your provider to identify anyone else who is in room with them or within earshot. In turn, let your provider know if people in the room with you have permission to be there.

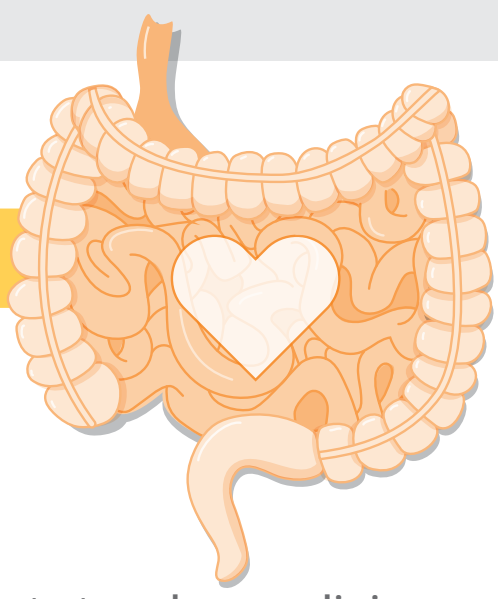
Inventory your surroundings
Turn off recording devices and remove anything that displays personal information not necessary for your virtual visit.

READ UP ON POLICIES

Federal, state, and clinic-level policy provides you some privacy and security protections, but they may not apply to all digital tools related to your care. Request policies and ask questions if you are unsure.

From your health care provider
Read the updated privacy and security practices from your healthcare provider.

From your apps and devices
Don't assume all mHealth apps and digital tools are protected by HIPAA regulations.



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, do not click on it.

Speak up
Never hesitate to ask your clinic about their safety and security measures or share feedback.

The California Telehealth Resource Center (CTRC), and resources and activities produced or supported by the CTRC, are made possible by grant number GA5RH37469 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS. The information or content and conclusions herein are those of the CTRC. They should not be construed as the official position or policy of HRSA, HHS or the U.S. Government. No official endorsements of any kind, by any of these entities, should be inferred.