



# VIDEO CONFERENCING SECURITY BEST PRACTICES FOR HEALTHCARE

As more and more of our work and daily lives shifts online to support social distancing, including telemedicine, the Office of the Attorney General has been asked to share best practices and resources for healthcare providers using videoconferencing platforms.

The U.S. Department of Health & Human Services' Office for Civil Rights ("OCR") has issued guidance indicating that it will not impose penalties for noncompliance with HIPAA (including for the lack of a business associate agreement with communication service providers) in connection with providers' good faith provision of telehealth services during the pandemic. Click [here](#) for that OCR guidance.

If using private audio or video communications applications, providers are advised to:

-  Notify patients that these third-party applications may introduce privacy risks;
-  Enable all available encryption and the most restrictive privacy settings; and
-  Use vendors that are HIPAA-compliant and who will enter into business associate agreements, as appropriate.

OCR has identified certain service providers (including Zoom for Healthcare and Google G Suite) that have declared themselves HIPAA-compliant and have announced their intent to enter into Business Association Agreements. OCR has not reviewed the Business Associate Agreements offered by these vendors, and this list does not constitute an endorsement, certification, or recommendation of specific technology, software, applications, or products.

In light of intrusions recently experienced on the Zoom platform, see below for guidance provided by Zoom regarding HIPAA compliance and suggestions for secure video conferencing.

Click [here](#) for Zoom's HIPAA guidance.

Click [here](#) for Zoom's secure video conferencing guidance.

