

Using Zoom for Telehealth

Why Use Zoom?

- Zoom is user-friendly and allows sessions to be setup and accessed with ease.
- Zoom provides encrypted communication and meeting access controls so data in transit cannot be intercepted.

How Are Kennedy Krieger's Zoom Accounts More Secure Than Personal Zoom Accounts?

- Kennedy Krieger has a HIPAA Business Associate Agreement with Zoom, which makes Zoom responsible for keeping our patient information secure and reporting security breaches involving personal healthcare information.
- Kennedy Krieger's Information Systems enforces and locks security settings, making it less susceptible to non-authorized use.
- Kennedy Krieger's Zoom account does not provide Zoom access to identifiable health information and protects and encrypts all audio, video, and screen sharing data.
- Kennedy Krieger has restricted recording. Participants cannot record the session and providers cannot record without the participant's knowledge.
- A sound plays whenever a participant joins or leaves the session which allows everyone to be aware of who is in the Zoom meeting.
- Go to <https://zoom.us/docs/doc/Zoom-hipaa.pdf> for more information

What Else Is My Provider Doing to Prevent Zoomhacking or Zoombombing?

- Using a different Meeting ID for each client (except for group therapy sessions)
- Not sharing meeting links with anyone outside Kennedy Krieger except session participants
- Not posting meeting links on social media or other mass distribution outlets
- Using the Waiting Room feature so the provider can control who enters the meeting
- Able to remove participants from a session if necessary

What Can I Do to Prevent Zoomhacking and Zoombombing

- Do not share your meeting link with others
- Do not post meeting links on social media