

Main Street Counseling Center - Sheri Golly, LCSW

Telehealth Services Policy

Definition of Telehealth Services

Telehealth is the provision of therapy services with the provider and recipient of services being in separate locations and the services being delivered over electronic media. Main Street Counseling Center uses Doxy.me, which is a HIPAA compliant platform to deliver these services.

Overview of Telehealth Services

- You will need access to certain technology and tools to engage in telehealth services.
- Telehealth has both benefits and risks which are noted below.
- Telehealth may not work for every client and is optional.
- You will need to create a private space for your telehealth sessions.
- Telehealth will be delivered via web video except for clients with limited access to this technology. Telephone services are available for these circumstances.
- Main Street Counseling Center follows security best practices and legal standards in order to protect your health care information, but you will also need to participate in maintaining your own security and privacy.

Benefits and Risks of Telehealth

Receiving services via telehealth allows you to:

- Receive services at times or in places where the service may not otherwise be available.
- Receive services in a fashion that may be more convenient and less prone to delays than in-person meetings.
- Receive services when you are unable to travel to the service provider's office.
- Continuity of care during critical times.

Receiving services via telehealth has the following risks:

- Internet connections and cloud services could cease working or become too unstable to use.
- Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
- Clinical assessments may be limited due to lack of in person contact and may require alternate treatment options.
- Insurance providers may not reimburse for telehealth services, resulting in the client being financially responsible for payment.

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Telehealth Security

Maintaining a secure telehealth platform involves several factors, processes, and responsibilities.

The telehealth platform used by Main Street Counseling Center complies with the security and privacy requirements of the healthcare industry in the following ways:

- Patient health information (PHI) is not stored, displayed, transmitted, recorded or processed to reduce the risk of PHI data being stolen
- Point-to-point NIST-approved AES 128 bit encryption is used for all video & audio communication
- Full volume encryption and 256-bit AES encrypted keys used on data stored at rest
- All access to the user interface (such as the dashboard, waiting room, and any public webpages) is secured over TLS 1.2+ (https), ensuring the information is encrypted
- HIPAA and HITECH compliant servers are in use at all times
- Signed Business Associates Agreement is provided
- Annual HIPAA risk assessments conducted