Teletherapy Services
Suggested Privacy Measures for Teletherapy Clients

CCSD recommends that you (the client) are aware of and use safety measures for keeping your PHI (Personal Health Information) confidential, including but not limited to the following suggestions:

Paper
It is recommended that you store all paper documents with your PHI in a locked cabinet.

When participating in teletherapy it is also recommended that you:

- Conduct the sessions in a private location where you will not be overheard or interrupted.
- Use your own computer/device, or one owned by ECU that is not publicly accessible.
- Ensure that the computer/device you use has updated operating and anti-virus software.
- Do not record any sessions.
- Do not include others in the session or have others in the room.
- Password protect your computer/device with a password that is unique.
- Always log out of your sessions.
- Do not have any software remember your password – sign in every time.
- Do not share your passwords or secure link with anyone.
- Do not share your computer when you are logged on to any counseling software.
- If you wish to avoid others knowing that you are receiving counseling services, clear your browser's cache (browsing history), and on your phone, list your therapist by a name rather than as "counselor or therapist."
- Have all of your devices set to time out requiring you to sign back in after a set idle time.
- Notify your counselor if you suspect any breach in your security.