



Common Concerns & Facts on Telehealth

Telehealth is safe, and your privacy is protected just like in an in-person visit.

Concerns

The Facts



"Someone could hack my visit."

Telehealth uses secure technology to keep your video call private and protected.

Safety tip: Use your own personal device (smartphone, tablet or computer) on a secure Internet connection (Wi-Fi or data plan).



"Someone might hear my private information."

Your visit and messages are turned into unreadable code, so no one else can access them. Only you and your doctor can see and hear your visit.

Safety tip: Log out after your visit, and do not share your password with anyone.



"My information might be shared without my permission."

Telehealth services must follow HIPAA (Health Insurance Portability and Accountability Act) laws to keep your information private and safe. Your doctor cannot share your information without your consent, unless it is needed for safety or required by law.

The doctor's notes from your visit, your test results, and messages are stored in secured portals that are password-protected for only you and your health care team to access.

Safety tip: Be sure to read and understand the consent (HIPAA) forms you sign, so you know what communication preferences you have chosen.



"Telehealth doesn't feel private."

Privacy for your telehealth appointment depends on where you have your visit. Good options may be a bedroom, a private outside porch or inside your parked car.

Safety tip: Before your telehealth visit, find a quiet, private place. Use earbuds or headphones.

Schedule a telehealth appointment today! It's easy, safe and private.

Look for the CPAHA credential and seal from your health care professional—your sign of trusted, high-quality telehealth care.

