

Emergency Telemedicine Services Have Unique Privacy Challenges

OTN sites providing emergency telemedicine services such as Telestroke, Tele-Trauma, Virtual Critical Care, and Mental Health Crisis have unique privacy challenges. In order to minimize the risk of unintentional and unauthorized disclosure of personal health information, the following best practices should be considered.

How to Prevent this Privacy Breach

- To the extent possible, locate the patient as far from unauthorized observers as possible and/or in an area with the least traffic.
- Angle the monitor displaying the videoconference session to minimize viewing of others on video (e.g., members of the public, other patients) by unauthorized persons who may be present or passing by.
- To the extent possible, locate the patient and the camera away from windows or doors.
- Post a sign indicating that a telemedicine consultation is in session.
- The audio volume on the telemedicine system should be kept to a minimum level.

