IS TELEHEALTH HIPAA-COMPLIANT?

San Mateo County BHRS currently uses HIPAA-compliant versions of two telehealth platforms: Microsoft Teams and Doxy.me.

The HIPAA-compliant versions of these platforms follow federal regulations regarding the protection of your private information. This is done through a variety of safeguards, including ensuring that data is encrypted and that your private health information is not sold to any third parties.

To ensure that you are using the HIPAA-compliant versions of the telehealth platforms, please use the appointment links sent to you by your SMC BHRS provider.

Telehealth with San Mateo County BHRS

What is Telehealth?

Telehealth is a way for people to attend their appointments without having to come into the office. You can access telehealth appointments as long as you have access to the internet and a computer or mobile device with a camera (e.g., tablet or smart phone).

Telehealth can be used for some but not all appointments. Talk to your SMC BHRS provider to find out if Telehealth is available for your appointments.

What Telehealth Platforms Does BHRS Use?

Microsoft Teams is a telehealth platform that can be accessed through a downloadable app or through a link to the appointment website.

Doxy.me is a web-based telehealth platform. There is no app to download. All you need is a link to the appointment website.

Attending your Microsoft Teams Appointment

<u>By downloading the app</u> (provides more features that you can use during the appointment). You do NOT need to create an account, you only need to download the app.

1) Download the App
2) Click on the appointment link that was sent to you by your provider.
3) Select "Open Microsoft Teams" or "Open Your Teams App"
4) Enable Webcam and Microphone.
5) Sign on as a guest. If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last initial.
6) Wait for your provider to let you into the virtual meeting room.

<u>By using only a Web Browser without downloading the app</u> (only available if using desktop computer or laptop computer).

1) Click on the appointment link that was sent to you by your provider.
2) Select "Continue on this Browser."
3) Enable Webcam and Microphone.
4) Sign on as a guest. If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last initial.
5) Wait for your provider to let you into the virtual meeting room.

doxy.me   Attending your Doxy.me Appointment

There is no app to download.

1) Click on the appointment link that was sent to you by your provider.
2) Type your name. If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last initial.
3) Enable Webcam and Microphone.
4) Wait for your provider to let you into the virtual meeting room.

If you would like more detailed instructions on how to access your Telehealth appointments, ask your SMC BHRS provider to send you our detailed How To Guides.