**Florida Association of Healthy Start Coalitions**

**Technology Options**

for Remote Home Visiting Program Implementation

During COVID-19 Emergency

**Telehealth Applications**

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) has issued notification of enforcement discretion for telehealth remote communications during the COVID-19 emergency:

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

“Under this Notice, covered health care providers may use popular applications that allow for video chats, including **Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype**, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency.  Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

Under this Notice, however, Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and should not be used in the provision of telehealth by covered health care providers.”

However, HIPAA-compliant telehealth applications are preferred whenever possible. Some options are listed below, but as this a quickly changing situation, the details of these services may change as well. Please be sure to contact the vendors directly.

* **Doxy:** <https://doxy.me/>

Free for a basic account. No software download required.

* **Zoom for Healthcare:** <https://zoom.us/healthcare>

$200 per month (billed monthly) for minimum 10 providers. $20 for each for additional provider.

* **Thera-LINK:** <https://www.thera-link.com/>

$250 per month for up to 50 sessions per month, unlimited providers

* **Google G Suite Hangouts Meet:** <https://gsuite.google.com/intl/en_us/products/meet/>

$6 per user per month for entire G Suite basic package.

**Internet/Data Access**

Knowing that some families may have limited data packages with their mobile carriers, programs may need to assist families in accessing expanded services. The Federal Communication Commission’s Keep America Connected Pledge has more than 60 companies signed on to help low-income people avoid service disruptions during the COVID-19 emergency. <https://www.fcc.gov/keep-americans-connected>

This article provides some details on individual companies’ offers:

<https://www.consumerreports.org/internet-providers/isps-respond-to-coronavirus-raise-speeds-suspend-data-caps-keep-america-connected-pledge/?mc_cid=0a12eabd14&mc_eid=71b194132d>

**File Sharing**

For programs that need the capacity to upload data collection forms to a secure, shared space so that data entry staff can enter data in data systems, there are a variety of options:

* **Encrypted email:** Email alone is not HIPAA compliant, but with encryption this can be a secure method. Ask your IT professional for details.
* **Dropbox for Business:** <https://www.dropbox.com/business>

$15 per user per month billed monthly for a minimum of 3 users. 30-day free trial available.

* **Egnyte Connect:** <https://www.egnyte.com/>

$15 per user per month for a minimum of 5 users. 15-day free trial.

* **Google Drive:** [https://gsuite.google.com](https://gsuite.google.com/)

$6 per user per month for entire G Suite basic package.