

HIPAA COMPLIANCE OVERVIEW

A secure video therapy platform focused on the mental health industry.



The Health Insurance Portability and Accountability Act (HIPAA), is a federal law that requires secure handling of personal health information (PHI). thera-LINK was founded in 2013 from the ground up with HIPAA compliance in mind. In accordance with the HIPAA and HITECH laws, we have covered the physical, technical, and administrative safeguards to ensure that data stored and transmitted through thera-LINK is kept completely secure to protect your privacy. This paper is to provide a high-level overview of how we align with each of the three areas.



PHYSICAL

Physical safeguards are physical measures, policies, and procedures to protect electronic information systems related to buildings and equipment from natural and environmental hazards, and unauthorized intrusion.

Our servers are hosted at Rackspace in a top tier data center. In addition, our infrastructure is behind a firewall, which is maintained and accessible by limited thera-LINK staff members. Additionally, we have a BAA on file with Rackspace.



TECHNICAL

The Security Rule defines technical safeguards in § 164.304 as “the technology and the policy and procedures for its use that protect electronic protected health information and control access to it.”

- We require all providers and clients have a user ID and password.
- Data is encrypted in transit and at rest.
- Our video stream is encrypted end to end.
- Auto log out after period of inactivity.



ADMINISTRATIVE

Administrative safeguards are the “administrative actions, policies and procedures to protect electronic protected health information (ePHI) and to manage the conduct of the workforce to protect ePHI.

We have comprehensive policies and procedures in place in our organization to ensure that ePHI is handled with best security practices and limited individuals. Every staff member is HIPAA trained and certified every two years. We have BAA’s with all 3rd party providers, sub-contractors, and agents.