

# LiveTherapy

## HIPAA Compliance Guide - 2014

### OVERVIEW

HIPAA sets standards for privacy and security, to protect the confidentiality and integrity of electronic protected health information (e-PHI). In the case of live video chats, special considerations must be made to ensure that the transmittal of patient information through the internet is encrypted and that access to the video chat is controlled.

Following HIPAA's Security Rule, covered entities are required to maintain reasonable and appropriate administrative, technical, and physical safeguards for protecting e-PHI. This document focuses solely on the prescribed technical safeguards, as follows:

1. **Access Control**

A covered entity must implement technical policies and procedures that allow only authorized persons to access e-PHI.

2. **Audit Controls**

A covered entity must implement hardware, software, and/or procedural mechanisms to record and examine access and other activity in information systems that contain or use e-PHI.

3. **Integrity Controls**

A covered entity must implement policies and procedures to ensure that e-PHI is not improperly altered or destroyed.

4. **Transmission Security**

A covered entity must implement technical security measures that guard against unauthorized access to e-PHI that is being transmitted over an electronic network.

The following pages address how LiveTherapy supports each of the above technical safeguards.

## TECHNICAL SAFEGUARDS

(Adapted with minimal modification from 45 CFR section 164.312)

The tables below outline the technical safeguard standards required by HIPAA's Security Rule.

### Standard A: Access Controls

Covered entities are required to implement technical policies and procedures for electronic information systems that maintain e-PHI to allow access only to those persons or software programs.

Specification	Required / Addressable	Description	LiveTherapy Support
<b>Unique User Identification</b>	Required	Assign a unique name and/or number for tracking user identity.	All users access video chat using email address and unique password for identification purposes.
<b>Emergency Access Procedure</b>	Required	Establish procedures for obtaining necessary e-PHI during an emergency.	N/A, except in the case that an emergency video chat session can be used to provide emergency access to e-PHI.
<b>Automatic Logoff</b>	Addressable	Implement electronic procedures that terminate an electronic session after a predetermined time of inactivity.	No support provided, as session inactivity does not necessarily indicate that participants are not actively engaging via video chat. This specification applies mainly to records systems that directly store e-PHI.
<b>Encryption and Decryption</b>	Addressable	Implement a mechanism to encrypt and decrypt e-PHI.	All audio and video during a session is encrypted using AES 128-bit keys. LiveTherapy has no ability to decrypt the streams because the keys are managed at the endpoints.

### Standard B: Audit Controls

Covered entities are required to implement hardware, software, and/or procedural mechanisms that record and examine activity in information systems that contain or use e-PHI.

Specification	Required / Addressable	Description	LiveTherapy Support
<b>Unique User Identification</b>	Required	Assign a unique name and/or number for tracking user identity	All users access video chat using email address and unique password for identification purposes.

### Standard C: Integrity

Covered entities are required to implement policies and procedures to protect e-PHI from improper alteration or destruction.

Specification	Required / Addressable	Description	LiveTherapy Support
<b>Mechanism to authenticate e-PHI</b>	Addressable	Implement electronic mechanisms to corroborate that e-PHI has not been altered or destroyed in an unauthorized manner.	N/A as the specification pertains to e-PHI because LiveTherapy does not have access to such information. As it pertains to any sensitive information transmitted during an actual video chat, all such data is encrypted and protected by HMAC-SHA1 data integrity verification.

### Standard D: Person or Entity Authentication

Covered entities are required to implement procedures to verify that a person or entity seeking access to e-PHI is the one claimed.

Specification	Required / Addressable	Description	LiveTherapy Support
<b>Implement procedures to verify that a person or entity seeking access to e-PHI is the one claimed.</b>	Required	None provided.	All users must access secure video chat using their unique email address and password.

## Standard E: Transmission Security

Covered entities are required to implement technical security measures to guard against unauthorized access to e-PHI that is being transmitted over an electronic communications network.

Specification	Required / Addressable	Description	LiveTherapy Support
<b>Integrity controls</b>	Addressable	Implement security measures to ensure that electronically transmitted e-PHI is not improperly modified without detection until disposed of.	LiveTherapy provides no method of modifying e-PHI in regards to the secure video chat.
<b>Encryption</b>	Addressable	Implement a mechanism to encrypt e-PHI whenever deemed appropriate	All audio and video during a video chat session is encrypted using AES 128-bit keys.

## ADDITIONAL INFORMATION

### What other security protocols does LiveTherapy utilize?

LiveTherapy employs Transport Layer Security (TLS) to encrypt both voice and video data. Additional protocols providing security are SRTP (Secure Real-time Transport) for media traffic encryption and DRLS-SRTP for key negotiation, both of which are defined by the IETF (Internet Engineering Task Force). LiveTherapy endpoints use the AES cipher with 128-bit keys to encrypt audio and video, and HMAC-SHA1 to verify data integrity.

### Are sessions ever archived?

No.

### Can my practice maintain HIPAA compliance while using LiveTherapy?

Yes. LiveTherapy's inherent infrastructure and security controls meet or exceed HIPAA technical standards, and your practice can confidently deploy LiveTherapy as a remote-access video chat tool without affecting your HIPAA compliance.

### Can LiveTherapy advise me on HIPAA-related decisions?

Because compliance with HIPAA is dependent on such a large variety of factors, and because it is situation-dependent, we advise that you seek expert legal guidance in addressing your HIPAA-related concerns.

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