

# I can't do my telemedicine visit because... I DON'T TRUST MY INFORMATION WILL BE SECURE



## WHAT DOES THIS MEAN?

This means you are concerned your personal health information might be lost or stolen when you have a telemedicine visit with your provider.



## WHO CAN HELP?

- [Office of Civil Rights](#)
- Your provider
- [Your Family-to-Family Health Information Center](#)



## WHAT ARE MY NEXT STEPS?

- Ask your doctor how to safely and securely connect to their office.
- Your doctor should have you sign or agree that you understand the information shared with you about telehealth services (informing you and asking for your consent to have your appointment by telehealth, ie. informed consent).
- Try to find a private location to have your visit so that confidential health information is not overheard by others.



## WHERE CAN I LEARN MORE?

- Read this article: [What to do if your information is stolen](#)
- [Guide to privacy and security of information](#)
- [HIPAA compliance in telemedicine](#)
- [Medical Identity Theft- what is it, how to discover it and what to do](#)