

Student Guidelines for Virtual Patient Meetings:

During this extraordinary time of the global COVID-19 pandemic, the U.S. Department of Health and Human Services has stated that health care providers may use popular applications for video chats, including Zoom, to provide telehealth without risk that the Office of Civil Rights might seek to impose a penalty for noncompliance with HIPAA. For purposes of medical education, faculty educators first must obtain written authorization/consent from patients for the sharing of their PHI using Zoom as a medium. This is a temporary permission, limited to the COVID-19 nationwide public health emergency.

All students are obligated ethically and professionally to adhere to the following guidelines in order to protect the privacy and medical history of patients:

- Students are bound by HIPAA regulations for all content shared. Classroom discussions are private and may not be shared with others.
- Specific PHI such as Medical Record Numbers will not be shared. Keep identifying PHI to an absolute minimum. Avoid usage of the patient's full name.
- Do not permit others in your household to watch or listen in your viewing environment to ensure HIPAA compliance. Use headphones at all times to ensure that the content of the patient educational activities is not audible to others except yourself.
- Patient presentations are never recorded, nor stored. The faculty member in charge of the patient educational activity will disable the record setting in Zoom. The faculty member also will ensure settings that prevent users from being able to use the record function.
- Students are prohibited from using any device to take photos, screen captures, or recordings of the Zoom meeting. Any such photos, screen captures or recordings will constitute both a HIPAA violation and a violation of the University's Standards of Conduct, and will be sent to the Academic Standards and Achievement Committee for review.
- All patient educational activities utilizing Zoom will be organized such that only authenticated users can join. Students must login with their UVA account.
- Do not forward Zoom meeting passwords to others.
- Stay current with software updates from Zoom.

Other professionalism guidelines:

- Come prepared to class.
- Create an environment for yourself in which active listening is possible. Attend class from a quiet place with few visual distractions. Avoid backlighting like windows and bright lamps. Place your laptop on a solid surface for best sound. Mute your microphone when you are not speaking.
- Be present. Do not engage in other electronics or social media during class. The chat feature of Zoom will be enabled at the professor's discretion.
- If video is used, dress professionally.

Faculty Guidelines for Virtual Patient Meetings:

During this extraordinary time of the global COVID-19 pandemic, the U.S. Department of Health and Human Services has stated that health care providers may use popular applications for video chats, including Zoom, to provide telehealth without risk that the Office of Civil Rights might seek to impose a penalty for noncompliance with HIPAA. For purposes of medical education, faculty educators first must obtain written authorization/consent from patients for the sharing of their PHI using Zoom as a medium. This is a temporary permission, limited to the COVID-19 nationwide public health emergency.

All faculty are obligated ethically and professionally to adhere to the following guidelines in order to protect the privacy and medical history of patients:

- Be judicious when selecting patients for virtual educational activities with heightened areas of protected PHI, such as mental health or substance abuse issues, or patients with safety risks such as intimate partner violence or domestic abuse.
- Faculty must obtain written consent from the patient to share PHI using the Zoom platform as a medium. The form you will use may be linked to at: http://www.healthsystem.virginia.edu/docs/manuals/forms/clinicalforms/consents/consents/consent-to-photograph-and-or-video-1/at_download/docattachment1
 1. All patient interviews will be conducted remotely. All consents will be secured electronically by the faculty member conducting the interview, prior to the Zoom meeting.
 2. On the form, check the box authorizing video for the purpose of “education, performance improvement and training of University of Virginia healthcare professionals, administrators, and students.”
 3. Also check the “Other” box, and insert the following language: “The patient consents to the sharing of PHI using Zoom as the medium for an interactive video and audio conferencing session.” Also include the name of the course and a brief description of the session.
 4. Insert the following language in the blank line of the bullet pertaining to the storage and destruction of recordings: “This session will not be recorded, nor will it be stored.”
 5. The faculty member shall forward the signed consent form to the Health Information Services Department immediately following the session, in order that the consent may be appended properly to the patient’s medical record. All consent forms shall be emailed to RHISDocImport@hscmail.mcc.virginia. Be sure that the patient’s full name, medical record number (MRN) and the Epic CSN are included on the consent form. Do not include any patient identifiers in the subject line of the email. Label the email subject line as “Consent.”
- Notify patients that third-party applications such as Zoom potentially introduce privacy risks, despite our enabling all available encryption and privacy modes when using such applications.

- On the Zoom platform, you are bound by HIPAA regulations for all content shared. Specific PHI such as Medical Record Numbers will not be shared. Keep identifying PHI to an absolute minimum. Avoid usage of the patient's full name.
- Patient presentations are never recorded, nor stored. The faculty member in charge of the patient educational activity will serve as the "Host" of the Zoom meeting and will disable the record setting in Zoom. The faculty member also will ensure settings that prevent users from being able to use the record function.
- The faculty member hosting the patient educational activity utilizing Zoom carefully will manage settings for the meeting to ensure that all meeting participants are known and appropriate. Examples include limiting participation only to authenticated users, requiring registration, enabling the waiting room, and/or requiring that users enable video.
- Use a generated meeting ID, not a personal meeting ID, to reduce the chance of a Zoom bomber.
- Require a meeting password.
- Designate another faculty or staff member as a "Co-host" of the meeting to manage participants and security once the educational activity has begun.
- Stay current with software updates from Zoom.