



DATE: June 19, 2020
TO: All HCSA Staff and Community Partners
FROM: Ravi Mehta, Chief Compliance and Privacy Officer
Toni Nandwana, Director, Information Systems

SUBJECT: Zoom Use for Telehealth Services Reinstatement: ZOOM FOR HEALTHCARE ONLY



As of May 30, 2020, Zoom has required all users to upgrade to the 5.0 version (AES 256 GCM encryption) of the platform. We have been closely reviewing and monitoring the reports since the update surrounding the Zoom Video Communications Application for privacy and security concerns.

After weeks of continuous monitoring, we are confident the update to Zoom 5.0 will provide greater security and privacy controls, but the industry experts continue to express security concerns surrounding free version of Zoom, which also does not offer end-to-end encryption. After careful analysis and consideration, HCSA is reinstating the use of **Zoom for Healthcare (NOT THE FREE VERSION OF ZOOM)** for telehealth services. **Zoom for Healthcare** is the paid version of Zoom (<https://zoom.us/healthcare>).

Microsoft Teams is the County supported HIPAA-compliant platform available to everyone at the County to use for telehealth services and/or meetings. We have training materials and videos to assist you, your staff, and your clients to help leverage the County supported platform. Please reach out to your respective IT/IS team for any training needs.

SUMMARIZED GUIDELINES

- HCSA and County Information Technology Department recommend that staff use Microsoft Teams for telehealth services, virtual meetings and trainings.
- HCSA staff may use **Zoom for Healthcare ONLY**, if circumstances of our clients and access to those in need of our telehealth services are better facilitated using Zoom.
- Staff may **NOT** initiate meetings using the *free version of Zoom* under any circumstances.
- Staff may join meetings initiated by an external party/client that uses the free version of Zoom.

Thank you for your continued patience and commitment to protecting the personal information of the individuals we serve and for maintaining the safety and security of our data systems.