

# Video Chat and **HIPAA** Compliance Solutions

If you are using video chat products not HIPAA compliant, Technosoft can develop HIPAA compliance Video Chat Solutions for your healthcare organization.

Technosoft has been involved with major healthcare software providers to make their solutions **HIPAA compliant since early 2000.**

We have senior HIMSS Certified Healthcare Security Professionals in our staff. We have intimate knowledge of HIPAA privacy and security regulations and its local implementations or interpretations.



Our HIPAA compliance video chat solutions for our clients:

1. OpenTok SDK
2. AddLive implementation
3. Zoom SDK
4. SightCall SDK



**Technosoft Solutions**

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## HIPAA and Healthcare Information:

HIPAA, the Health Insurance Portability and Accountability Act, sets the standard for protecting sensitive patient data.

HIPAA has some requirements that guide its administration and enforcement, including some relevant to Health information technology and the electronic exchange of health information: the HITECH Act, the Security Rule, and the Privacy Rule.

Whereas the HIPAA Privacy Rule deals with Protected Health Information (PHI) in general, the HIPAA Security Rule (SR) deals with electronic Protected Health Information (ePHI), which is essentially a subset of what the HIPAA Privacy Rule encompasses.

The HITECH Act specifies levels of violations and penalties for violations of the HIPAA rules.



**Protect Health information  
with HIPAA**

## How Technosoft protect Health information with HIPAA:

Technosoft has numerous structures to protect health information:

### 1. Groundwork:

Technosoft's protection frames basis for instantaneous video, audio and data communications leverages Amazon Web Services. Amazon Web Services provides an extremely scalable, highly reliable platform that enables customers to deploy applications and data quickly and securely.

### 2. Communications:

A distributed network of low-latency multimedia routers resides on Technosoft's communications infrastructure. With these low-latency multimedia routers, all session data originating from the host's device and arriving at the participants' devices is dynamically switched, never stored persistently through the Technosoft communications infrastructure.

### 3. Encryption:

Technosoft can secure all session content by encrypting the communications channel between the HIPAA compliance video chat users using Transport Layer Security (TLS) encryption tunnel.

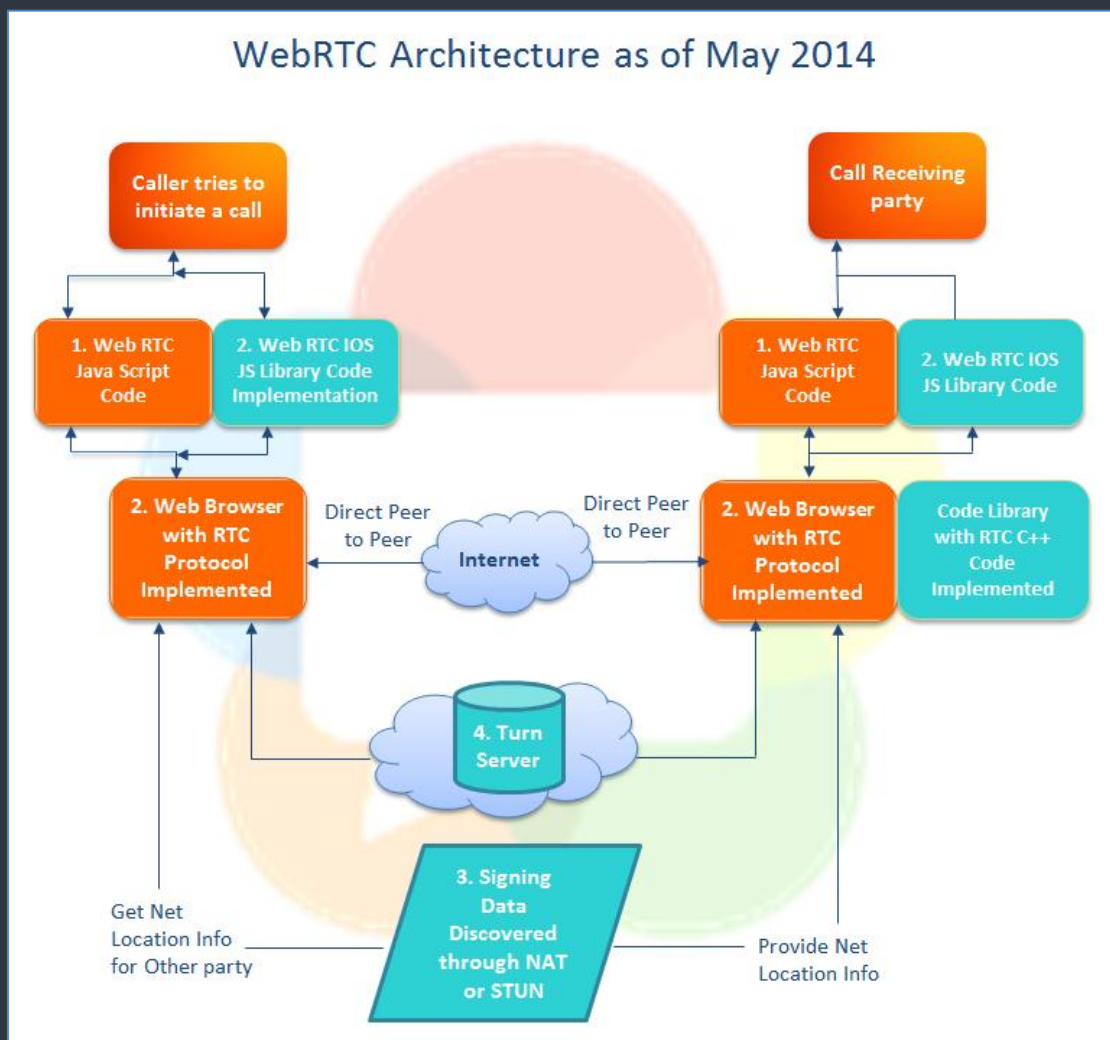
### 4. Media Storage:

Technosoft allows users to record e-PHI video conferences. These files are never stored on our servers or accessible to Technosoft. Files only stored on a user's computer or HIPAA-compliant EHR system.

## WebRTC and HIPAA:

When integrating video into an application there are two types of solutions **WebRTC based** and **Proprietary**. WebRTC is an open standard and allows developers to integrate video chat capability into a web browser based application using the internet and to increase the quality of audio and video. It's also provide SDK/APIs for mobile integration on Android and iOS.

Architecturally, there are server based and cloud based solutions available for both webRTC and proprietary technologies. The HIPAA security regulations intentionally does not deal with the video conferencing solutions However, we believe that the solution needs to use https for streaming to avoid eavesdropping on calls. That covers confidentiality and integrity of data part of the HIPAA security act. Availability is usually ensured by an uptime SLA with the vendors.



By Anis Siddiqy - CEO Technosoft

1. Signing Data is transferred through NAT or STUN server and then peer to peer connection is established via regular internet connection between the two calling parties.
2. If firewall prohibits signing going through then whole communication happens through TURN server. In the case, this is not a peer to peer communication and all data is transferred through TURN server.

We have pre-developed many software frameworks that help us quickly deliver HIPAA compliant solution. All our healthcare software goes through a rigorous HIPAA check list.

We have HIPAA policies implemented throughout our organization and we will be glad to sign a HIPAA Business Associate Agreement for software development or support service contracts.

# Call our **HIMSS** **Certified** **Professionals Today**

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