

Doreen A. Zaborac & Associates, Inc.

Zaborac Counseling Group

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Electronic Transmission of PHI

Doreen A. Zaborac & Associates, Inc. may utilize electronic means to send and receive protected health information (PHI), including but not limited to records, notes, scheduling information, and billing information. While electronic transmission of medical information has many conveniences, there are inherent risks that come with utilizing electronic methods to transfer PHI.

The potential risks include:

- Clerical Mistakes (I.e. Mistyping an Email address, sending to wrong recipient)
- The use of portable devices (Phone, tablet, laptop) increases the risk of security breach due to unsecured network connection and theft/loss of device.
- Information transmitted electronically may be vulnerable to interception and hacking by unauthorized third parties.

Doreen A. Zaborac & Associates, Inc. utilizes a HIPAA compliant e-mail domain through Google Workspace in an effort to protect our clients' personal information and PHI. Doreen A. Zaborac & Associates, Inc. takes measures to protect electronically transmitted personal information and PHI. However, there is always a risk associated with sending personal and PHI electronically. Please be aware that clients can opt out of electronic transmission of information which includes texts and Emails.

TELEHEALTH

Telehealth is the use of electronic and remote means of receiving medical/mental health services. Counseling or psychiatry services conducted remotely can include phone or video communication. There are benefits and risks involved with agreeing to and engaging in telehealth services. The benefits include: having the flexibility to engage in counseling or psychiatric services from the convenience of your home or any other place that you choose, the ability to fit appointments into your busy schedule without having to commute to the office, eliminates transportation and physical limitations that would otherwise make it difficult to receive services, and the ability to receive emergency care quickly. Some of the risks are as follows: The fact that telehealth sessions are completed outside of the office limits the controls that clinicians would otherwise have, including the ability to provide a safe and confidential space, the ability for the clinician to intervene directly with clients at risk for harm, and the ability to control the interruptions in communication. Telehealth services rely on internet connections and phone connections that could be interrupted by failures in technology, devices, and connections. Another difference in regards to telehealth as opposed to in person counseling is the limitation of the counselor to be able to identify nonverbal cues that can be missed due to conducting sessions remotely.

When engaging in Telehealth, it is important that the client/patient understands that it is his/her responsibility to ensure that his/her own privacy and confidentiality is protected based on the location chosen and others present during sessions. There are potential risks to this technology, including interruptions, unauthorized access, and technical difficulties. Clinicians are available to help regarding questions or concerns related to telehealth, and clients can opt out of telehealth services if they choose.
