

# Zoom and HIPAA compliance

The Zoom product, if used in accordance with the Hospital's policies for safeguarding electronic information, is a secure method of conducting meetings. All Zoom meetings use end-to-end 256-bit AES encryption.

Nonetheless, any Zoom meeting which could include confidential or protected information should be password-protected. Such meetings should not generally be recorded, but if they are, the recordings must be made locally and access to them must be carefully safeguarded.

## Telehealth

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Despite being a safe and secure technology, Zoom should not be used for telehealth. Among other reasons, Zoom has no mechanism for patients to consent to our telehealth policies. If you are interested in providing telehealth to your patients, please contact the Virtual Visit team at [virtualvisitsupport-dl@childrens.harvard.edu](mailto:virtualvisitsupport-dl@childrens.harvard.edu) for a more appropriate solution.

## Recordings

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Please note that Zoom meetings recorded to the cloud are not secure and should never include sensitive information. If protected information is disclosed during a meeting you are recording to the cloud, you should stop the recording immediately and delete it.