
CAMFT ACTCF

The Canadian Association for Marriage and Family Therapy
L'association Canadienne pour la thérapie conjugale et familiale

LEVEL OF SECURITY FOR VIDEO CONFERENCING

There have been a lot of questions regarding what level of security is needed to use a video conferencing platform for psychotherapy. From what I understand, from the guidelines set by [CRPO](#) and other regulatory bodies, there needs to be:

- Private and trusted internet connection (no public/free Wi-Fi)
- The device is password protected, set to update automatically and has automatically updated security software- [Windows information](#) – [Apple information](#)
- Client gives express consent to using video conferencing and agrees to ensure that their device and internet are secure
- Sessions are recorded only if the client has provided express consent
- Video conferencing platform employs [end-to-end encryption](#)
- Platform provides unique access codes for each client and, as appropriate, each session

[Doxy](#), [Zoom](#) and [OnCall](#) all meet these guidelines regarding the video conferencing platforms. The security of your computer and your internet connection is up to you to verify.

From my communications with many of you this past week, it appears that Zoom (\$USD15.00/month) is the preferred basic choice to conduct video sessions with clients. It is user friendly and is more stable than Doxy (free version).

I am in negotiations with [OnCall](#) to get us discounts (probably 20%) on their different services. They are a Canadian company and they have some great [features](#) that can make your private practice/clinic work much easier and less time consuming. I hope to be able to send an email with this discount by the end of the week.

THE SECURITY PROTOCOLS

There have been many questions regarding the security protocols that the various video conferencing platforms state they comply with. Please keep in mind that the largest market for telemedicine and video conferencing is the USA, so these platforms will be marketing primarily to Americans, thus the emphasis on HIPPA. As Canadians, PIPEDA (National) and PHIPA (Ontario) are the ones that concern us. If you are running your practice according to the security and privacy protocols as set by your provincial professional order, you should fit within the guidelines set by PIPEDA and PHIPA.

CANADA

[PIPEDA](#)

PIPEDA is a **Canadian federal privacy law**, enacted in April of 2000, for private sector business. It sets rules for how businesses must handle personal data in the course of commercial activity.

[PHIPA](#)

Enacted in November 2004, PHIPA is a **local, provincial (Ontario) legislation** that protects the confidentiality and privacy of personal health information (PHI) by establishing rules for the collection, use, and disclosure of PHI during the provision of healthcare.

USA

[HIPAA](#)- It is featured prominently on many of the video conferencing platforms, but unless you are practicing in the states, you don't need this.

EU

[GDPR](#) - It is featured prominently on many of the video conferencing platforms, but unless you are practicing in the EU you don't need this

HELPFUL DOCUMENTS (link to download from CAMFT website)

- [Zoom PIPEDA & PHIPA Canadian Compliance guide](#)
- [Zoom Security guide](#)
- [CRPO Security Practices Checklist for Electronic Practice](#)
- [CRPO Electronic Practice Guideline](#)
- [BC College of Psych Telepsychology Services Guidelines](#)

YOUR VIDEO CONFERENCE PLATFORM NOT WORKING ON YOUR DEVICE?

The problem might not be with the video conferencing platform. It might be your:

- **Internet connection**
 - Live streaming video requires a stable and fast internet connection
 - Minimum 4Mbps – Test your internet speed [here](#)
 - Unlimited monthly usage
 - [Router](#) less than five years old
 - If you are experiencing a slow connection make sure no one else who is on your Wi-Fi is streaming any media (Netflix, Bell Fibe TV, Youtube, TikTok) while you are using your video conferencing platform
 - Keep your device near your router for the best Wi-Fi connection and speeds

- For the fastest speeds, use an [ethernet](#) cable to [attach your computer to your router](#) (you might need an [adapter](#) if you do not have an ethernet port on your computer)
- [Bell Fibe 50](#) is a good option, and you get a new Wi-Fi router

Device

- - Live streaming video requires a stable and fast device
 - Your device should be less than five to seven years old
 - Your operating system, security system and all programs are up-to-date [Windows information](#) – [Apple information](#)
 - Close down all other programs/apps on your device when doing a video session
 - If your computer is slow, then try your iPhone or iPad which might be faster

Need to upgrade your computer?

- If you need to upgrade your computer to be able to video conference, we have discounts with Apple (Macs and iPads) and Canada Computers (all windows computers and laptops).
- Please let them know you are a member of CAMFT to get the deal.
- They will also help you figure out what is the best laptop/computer for your needs.

Apple - Mac's & Ipads

Fabio Canales
Business Expert

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Sun-Thu 7 AM-4:30 PM CST

Keep in mind that with Apple getting a discount of 10% is a good deal. Think about getting a refurbished model to save more money.

Windows laptops & desktops

Canada Computers & Electronics | Account Manager

Jesse Federman

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Windows-based laptops and desktops are the most economical choice. You can get an excellent basic laptop that can handle video conferencing for as low as \$400. Think about getting a refurbished model to get a higher model and save more money.

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