CourtCall®
Remote Appearances. Simplified.

CourtCall® and HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) sets rules and regulations regarding privacy and security standards designed to protect the confidentiality of patient health information. CourtCall have taken the necessary steps with our platforms and procedures to secure Protected Health Information (PHI) and electronic Protected Health Information (ePHI) as required under HIPAA. Covered entities that partner with CourtCall can rest assured knowing that we do everything in our power to help our partners remain in complete compliance with the rules and regulations of HIPAA.

HIPAA's general requirements state that covered entities must:

1. Ensure the confidentiality, integrity, and availability of all e-PHI they create, receive, maintain or transmit;
2. Identify and protect against reasonably anticipated threats to the security or integrity of the information;
3. Protect against reasonably anticipated, impermissible uses or disclosures; and
4. Ensure compliance by their workforce.

CourtCall, as a trusted partner and Business Associate, does what is necessary to comply with HIPAA. To ensure our purpose as a remote appearance provider is clearly defined, we will offer or sign a Business Associate Agreement (BAA). Furthermore, CourtCall encrypts and protects all transmitted data or information used for scheduling purposes and has no additional access to PHI.

More Specifically, CourtCall's Platform is securely encrypted using the latest technology and transmitted directly from point to point. When scheduling cases that may include medically sensitive information, CourtCall takes care to avoid the use of any specific indentifying information. Only general information is used throughout to help protect the identity and PHI of any individuals. CourtCall has developed an additional list of "best practices" that should be used to avoid the accidental disclosure of any PHI while using the CourtCall Platform. In the event PHI is disclosed erroneously, CourtCall will report the breach in accordance with the terms of any BAA.

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CourtCall takes care to avoid the use of specific identifying information when scheduling cases and/or appearances that may include medically sensitive information.

CourtCall will comply with the terms of a Business Associate Agreement (BAA) and agree to be responsible for keeping patient information secure and will report any breach of PHI in accordance with the terms of HIPAA or any signed BAA.

CourtCall has developed additional "best practices" that should be observed to avoid the accidental disclosure of PHI while using the CourtCall Platform.

- *CourtCall does not enable recording for sessions involving PHI*
- *Do not share PHI through CourtCall's document sharing feature*
- *Do not use CourtCall's chat feature to discuss any PHI in writing*
- *CourtCall will automatically delete and purge its system of any PHI if inadvertently shared*
- *CourtCall does not store data*

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Meets the minimum required specified in FIPS 140-2:

- *Symantec Class 3 Secure Server*
- *TLS 1.2 Protocol*
- *ECDHE_RSA Key Exchange*
- *AES_256_GCM Cipher*