COVID-19

Homeless System Response:
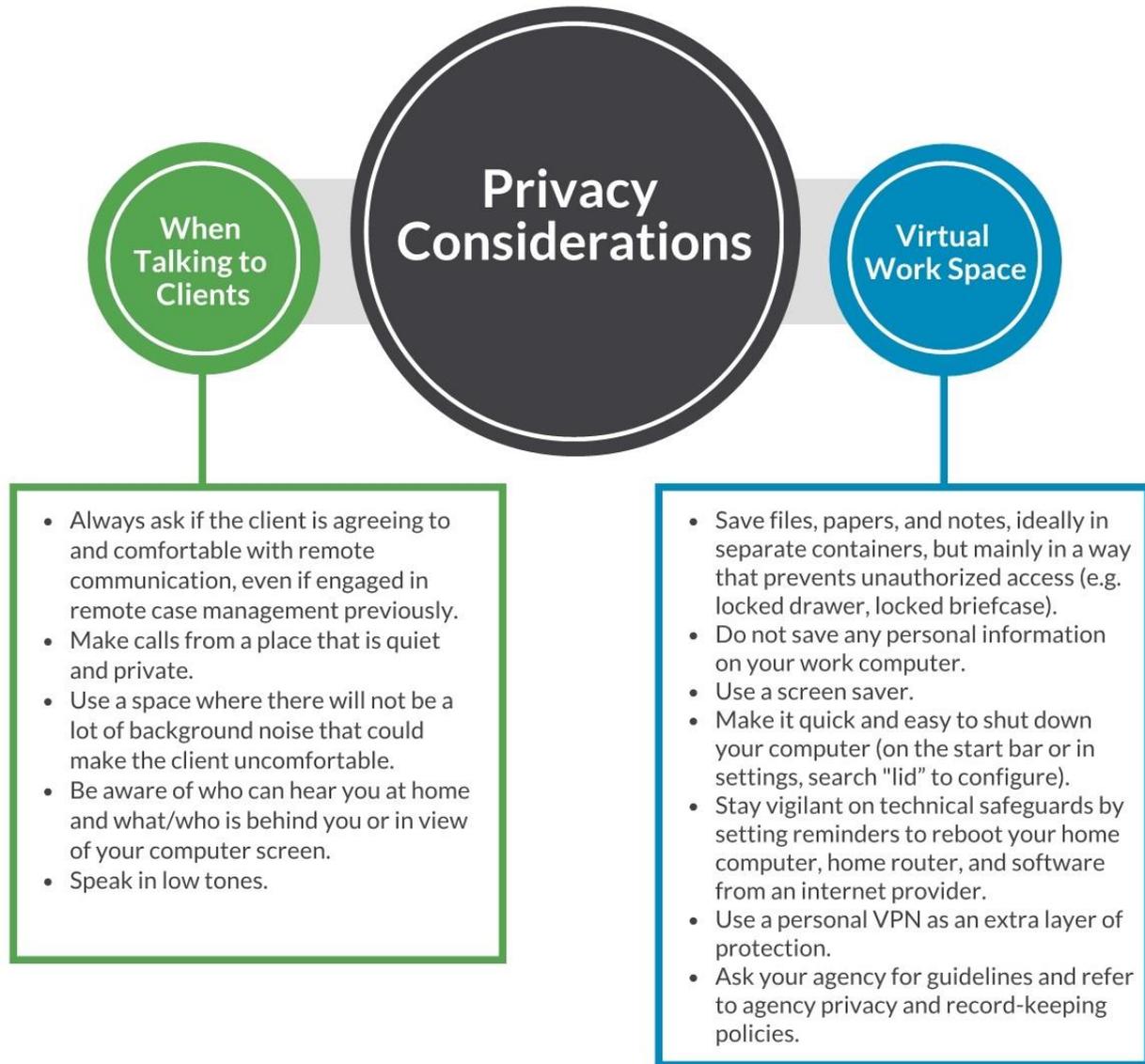## Privacy Considerations: Direct Service Staff Remote Work

This infographic offers guidance to direct service staff on steps they should take to ensure the privacy and confidentiality of clients while they are working remotely. Maintaining client privacy is even more critical within the current environment as direct service workers coordinate health screening and care.

Privacy Considerations

When Talking to Clients

- Always ask if the client is agreeing to and comfortable with remote communication, even if engaged in remote case management previously.
- Make calls from a place that is quiet and private.
- Use a space where there will not be a lot of background noise that could make the client uncomfortable.
- Be aware of who can hear you at home and what/who is behind you or in view of your computer screen.
- Speak in low tones.

Virtual Work Space

- Save files, papers, and notes, ideally in separate containers, but mainly in a way that prevents unauthorized access (e.g. locked drawer, locked briefcase).
- Do not save any personal information on your work computer.
- Use a screen saver.
- Make it quick and easy to shut down your computer (on the start bar or in settings, search "lid" to configure).
- Stay vigilant on technical safeguards by setting reminders to reboot your home computer, home router, and software from an internet provider.
- Use a personal VPN as an extra layer of protection.
- Ask your agency for guidelines and refer to agency privacy and record-keeping policies.

Additional Tools:

Health Care Providers: Cyber Security Checklist

MTM Services' YouTube clips on HIPPA compliance and other remote case management strategies