

Name of SOP: ECU Physicians Clinicians Use of Cisco WebEx Cloud for Telemedicine Consultations

Effective Date: 8/1/17

Purpose: This SOP outlines how ECU Physicians (ECUP) clinicians can use Cisco WebEx Cloud (WebEx) for telemedicine consultations and consult with other clinicians outside the ECUP network.

Resource Contact Telemedicine Nurse Specialist

### **Definitions:**

Clinician to Patient Telemedicine Consult - Any medical consultation provided by an ECUP clinician to a patient via telemedicine technology

Clinician to Clinician Telemedicine Consult - Any consult activity between an ECUP clinician and another clinician outside the ECU Physicians network via telemedicine technology

WebEx - The CIS Committee approved software that can be used by ECUP clinicians for telemedicine patient care or clinician consultations.

### **Security:**

The Cisco WebEx Cloud is a global, enterprise-scale network designed specifically for highly secure delivery of on-demand applications. It offers a scalable architecture, consistent availability, and multilayer security validated by rigorous independent audits, including SSAE-16 and ISO 27003. It has the following security:

- AES 256-bit encryption
- PIN-protected access into personal rooms from video endpoints
- Meeting lock and unlock for added privacy
- Authenticated access into meetings on desktop and mobile apps
- SIP TLS and H.235 for signaling security
- SRTP for media security
- All communications between Cisco WebEx applications and Cisco WebEx Cloud occur over encrypted channels. Cisco WebEx supports the TLS 1.0, TLS 1.1, and TLS 1.2 protocols and uses high-strength ciphers
- Cisco WebEx also provides end-to-end encryption. Cisco WebEx Cloud establishes a TLS channel for client-server communication.

### **Procedures:**

- 1) ECUP clinicians can use WebEx Cloud to provide patient care and to consult with other clinicians outside the ECUP network.

- 2) ECUP clinicians must ensure that they use WebEx Cloud while located in a private, HIPAA-secure environment:
  - Private patient exam room with door closed
  - Private ECUP office with door closed
  - Always guard your display so no one can see the session
  - Always lock your computer if you must step away.
- 3) ECUP clinicians **are not allowed to record audio or video (including photos) of any telemedicine sessions.**
- 4) ECUP clinicians must practice within their scope of licensure and abide by all federal/state laws and ECU policies when providing telemedicine consults.
- 5) WebEx User Guides will be made available for reference. If additional assistance is needed, contact Multimedia & Technology Services (MTS) at 744-1658 during normal business hours or visit the ITCS WebEx help page: <http://www.ecu.edu/itcs/help/webex>.