



VIRTUAL ADR AND HIPAA COMPLIANCE

JAMS uses the Zoom HIPAA-compliant platform for all scheduled virtual proceedings, including mediations and arbitrations. This Zoom platform incorporates the necessary security features to satisfy the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Here are some ways that this Zoom platform ensures HIPAA compliance:

- Requires that all devices accessing the Zoom platform connect via strong encryption.
- Prevents recording of sessions from being saved to the Zoom cloud. Session recordings may only be saved to a local device. As such, personal information will not be saved to the cloud.
- Personal health information (PHI) or personal identifiable information (PII) will not be collected or reported. This includes personal identification numbers (e.g., driver's license numbers, social security numbers, passport numbers, etc.); medical records; and IP addresses, to name a few.
- The chat feature is secured with the strongest available encryption. This means that no message will be read by anyone outside of the meeting. Messages saved outside of the meeting will only be made available with explicit permission by all parties.

We all play a critical role in ensuring that virtual sessions are secure and satisfy HIPAA requirements. In order to maintain HIPAA compliance, parties must refrain from capturing any images or screen shots of the sessions, and sharing of information.

For specific information regarding Zoom's HIPAA compliant platform and its related security features, please go to <https://zoom.us/docs/doc/Zoom-hipaa.pdf>.