

HIPAA/HITECH PROTOCOL

Confidentiality & Protection of Information

Telelanguage has created and applies appropriate administrative, technical, and physical safeguards to protect the privacy of legal, medical and any other in form of confidential information. We only establish contracts and agreements with business associates that ensure the protection of information.

In addition, we implemented policies and procedures to address the final disposing of electronic information and the hardware or electronic media on which it is stored. We also implemented procedures for the removal of electronic information from electronic media before the media are made available for re-use.

- Considering the growing use of electronic method to save information, Telelanguage initiated efforts to foolproof their data using advanced sophisticated electronic methods such as firewalls, password protection, encryption, etc. This keeps access, usage, and transmission of the protected data, safe.
- Any information collected during the interpretation process once completed is disposed of in an appropriate manner. Telelanguage erases all customer confidential information and/or records, that way that there are no potential leaks.



Dispute Resolution

When our customers have any concerns regarding our privacy, confidentiality, security of information policies, HIPAA or this Privacy and Confidentiality Statement, we encourage them to promptly contact our Privacy Officer, who is authorized to address privacy and confidentiality issues on behalf of Telelanguage, Inc. - 503-535-2176

HIPAA Confidentiality Statement

Telelanguage agrees to protect the PHI (protected health care information) and other customer information from unauthorized use and disclosure. We are committed to ensuring all conversations between the translators and our staff remain confidential and are not shared with individuals outside of them.

We are fully compliant with the HIPAA/HITECH Act.

Interpreters are required to comply with all aspects of HIPAA and its regulations, guidelines and compliance directives, including the Privacy Rule and the Security Rule, as amended by the HITECH Act. Interpreters must sign a HIPAA Confidentiality Agreement and read and agree to our HIPAA Privacy and Security Policies.

Translators and Interpreters must sign our Non-Disclosure Agreement, which stipulates all information of any nature must be handled in strict confidence, must not be disclosed to any other person nor used for their benefit.

Telelanguage only works with experienced professionals who are vetted prior to being hired. Our interpreters and translators are familiar with privacy practices and have incorporated them into their daily routine. Telelanguage does not send any customer information electronically without encryption in accordance with HIPAA standards, nor is it stored on hard copy or on portable devices.

All documents containing confidential information are shredded by a professionally licensed company that is a National Association for Information Destruction (NAID) member.