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The Tech Savvy Social Workers: Ethical, Legal, and Smart Use of Technology

Technology Solutions for Social Workers

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Savvy Solution Cheat Sheet

Website SSL

LET'S ENCRYPT

[HTTPS://LETSencrypt.ORG/](https://letsencrypt.org/)

Free, automated, and open certificate authority (CA) gives digital certificates to enable HTTPS (SSL/TLS) for websites

Google G Suite

[HTTPS://GSUITE.GOOGLE.COM/](https://gsuite.google.com/)

G Suite can support HIPAA compliance with BAA, core apps including Gmail, Calendar, Drive, Keep, Sites, Jamboard, Hangouts (chat), Hangouts Meet, Google Cloud Search, Vault

Second Phone Line

GOOGLE VOICE

[HTTPS://VOICE.GOOGLE.COM/](https://voice.google.com/)

Use your mobile phone number for work, port your personal phone number to Google Voice. Forward to your mobile device to keep two numbers, in a HIPAA-secure manner.

Secure Messaging

SIGNAL

[HTTPS://SIGNAL.ORG/](https://signal.org/)

Free, end-to-end encrypted messaging that should qualify as conduit under the HIPAA Business Associate Rule

Secure Video Chat

DOXY.ME

[HTTPS://DOXY.ME](https://doxy.me)

REGROUP THERAPY

[HTTPS://WWW.REGROUPTHERAPY.COM](https://www.regrouptherapy.com)

Free, unlimited, secure video conferencing with BAA

Credit Card Payments

IVY PAY

[HTTPS://WWW.TALKTOIVY.COM/IVYPAY](https://www.talktoivy.com/ivy pay)

HIPAA-secure, swipe-free credit card payment system designed for therapists

Technology Selection Process

- 1) Articulate the client challenge to be solved
- 2) Define and prioritize core features and requirements
- 3) Evaluate ethical and legal requirements
- 4) Narrow the set of tech options
- 5) Trial the tech (without clients)
- 6) Pilot a single solution (with select clients)
- 7) Implement technology and process rollout

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