Secure Text Messaging and Video Chat Solution

DMH HipaaBridge App

Los Angeles County

Department of Mental Health

Chief Information Office Bureau

2/20/2019 – **version 3.1**

LAC DMH
LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

You Will Learn About…

- Why HipaaBridge?
- Installation of the HipaaBridge mobile app and logging to the application.
- How to invite a Non-DMH person who you are planning to have secure communication with.
- Enrollment instructions for your counter part to DMH Secure Texting and Video Chat Solution so they can securely communicate with you.
- How to initiate a communication
- Where to go if you have questions.

DMH HipaaBridge Solution

everbridge HIPAABRIDGE

Secure
Messaging
Mobile
Application

Available on the App Store

Get it on Google play

HIPAA Compliance

Why HipaaBridge?

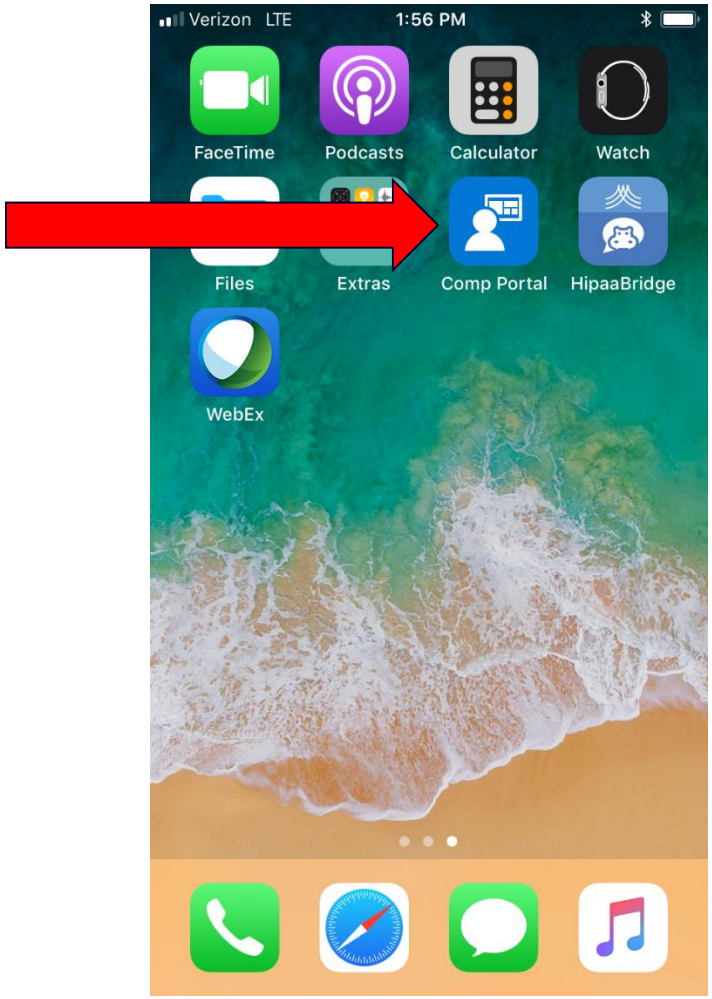
- Standard SMS texts are sent as clear script and if intercepted by unauthorized person could result to data compromise or a privacy breach.

- HipaaBridge communications are secure and encrypted and DMH authorized users may use this solution to communicate sensitive or confidential content in forms of text messages, video chat, pictures and attachments using their DMH issued mobile devices.

- DMH HipaaBridge Solution is compliant with Federal and State Privacy Laws and could be used to communicate with clients.

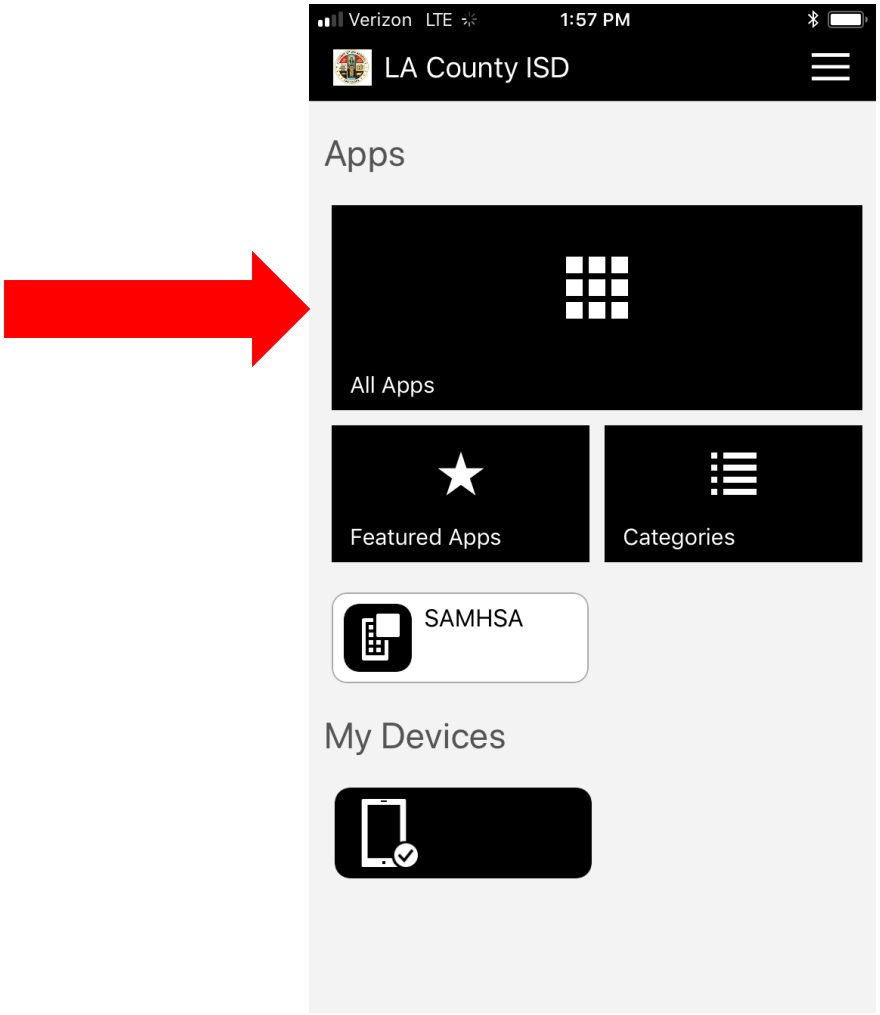
STEP 1: Locating DMH App Portal

- Click on Comp Portal icon on your DMH issued mobile device.



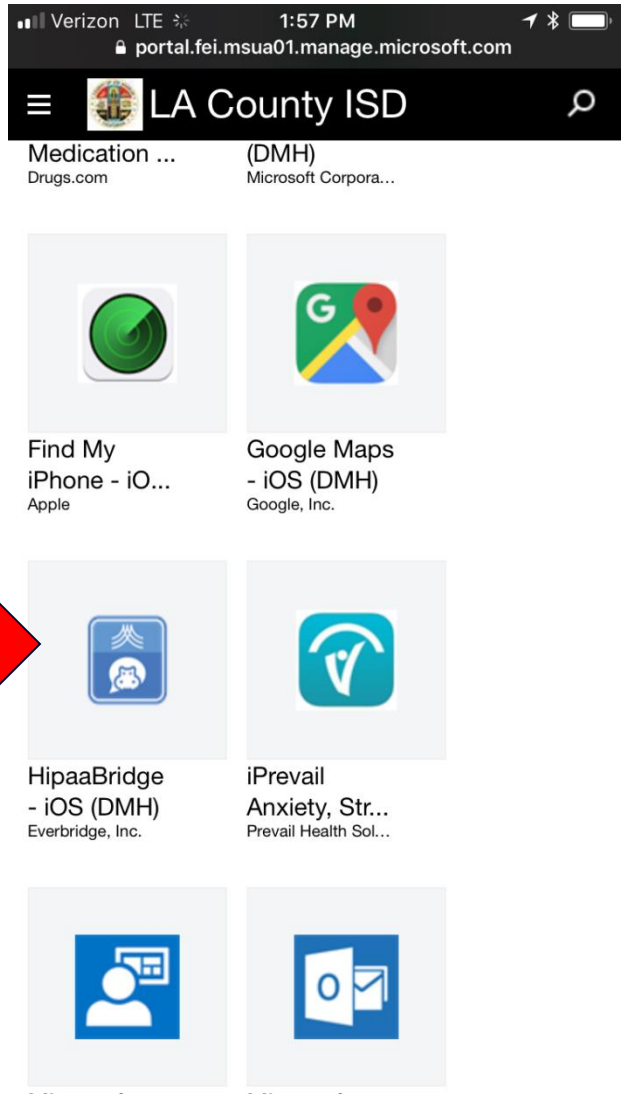
STEP 2: Accessing DMH App Portal

- Click on All Apps



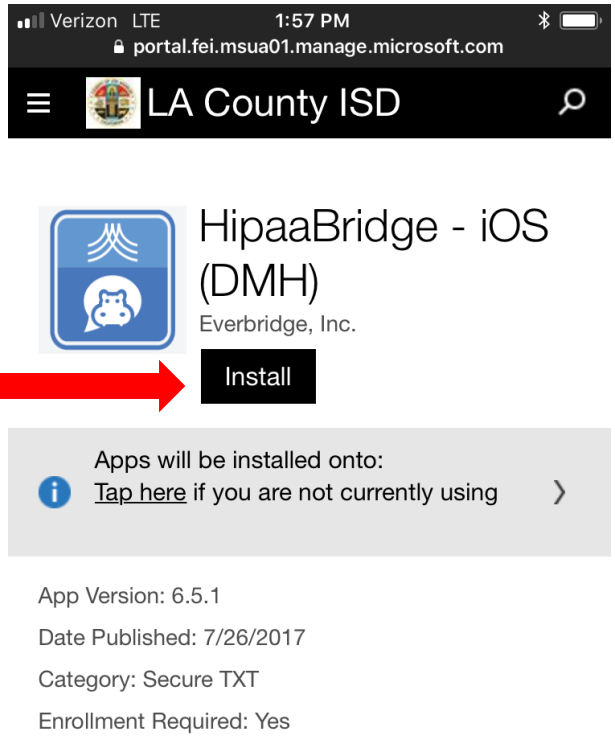
STEP 3: Downloading HipaaBridge app

- Click on HipaaBridge icon.



STEP 4: Installing HipaaBridge App

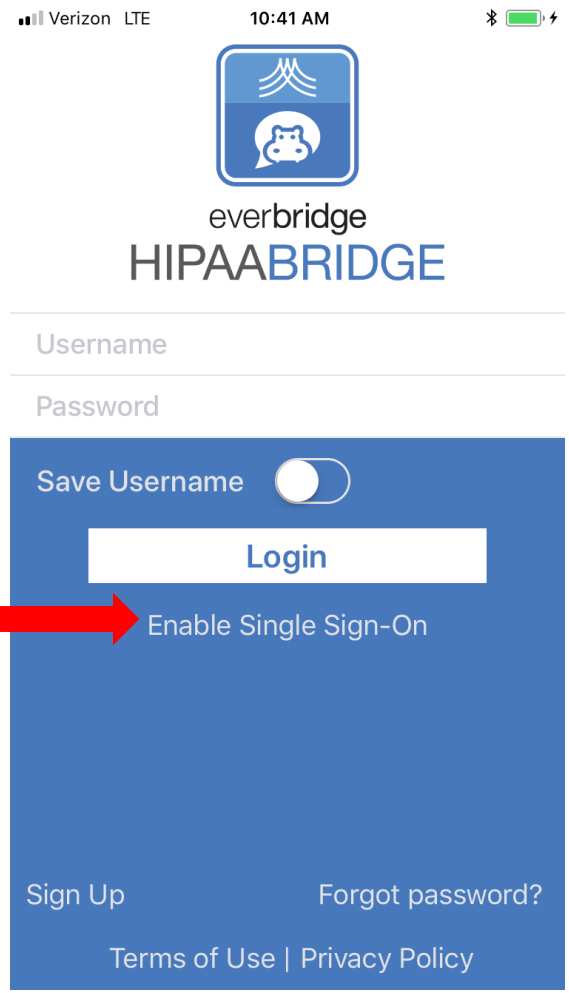
- Click on the Install button to load the HipaaBridge application on your DMH mobile device.



STEP 5: Login Process for DMH user

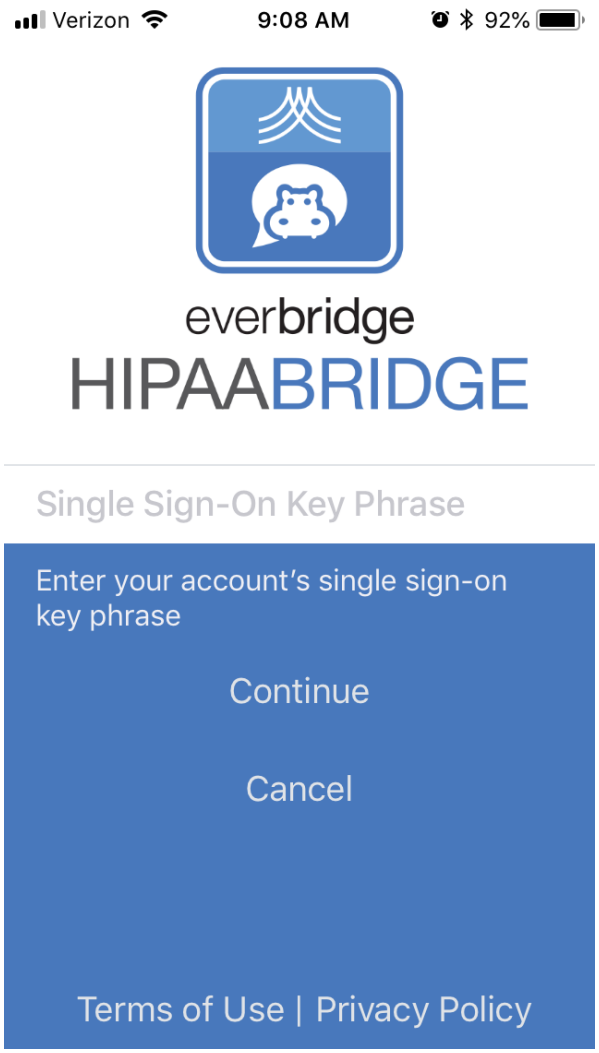
- At the next prompt, skip email address Username and Password fields.

- Select “Enable Single Sign-On”



STEP 6: Login Process for DMH user

- Once selected, you will be prompted to enter the DMH Single Sign-On Key Phrase.

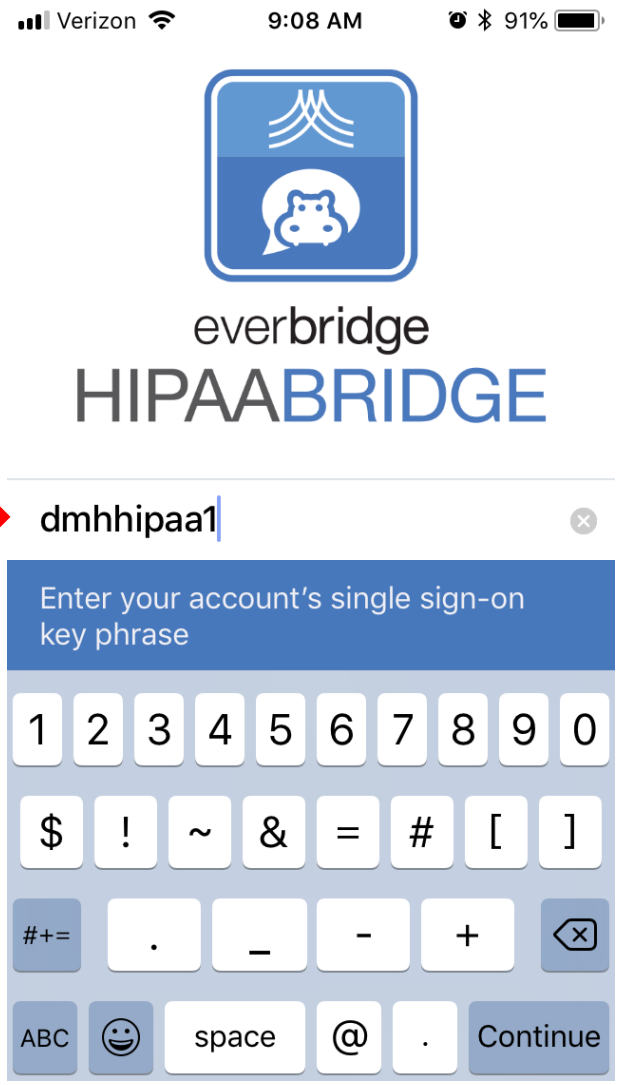


STEP 7: Login Process for DMH user

- Please type

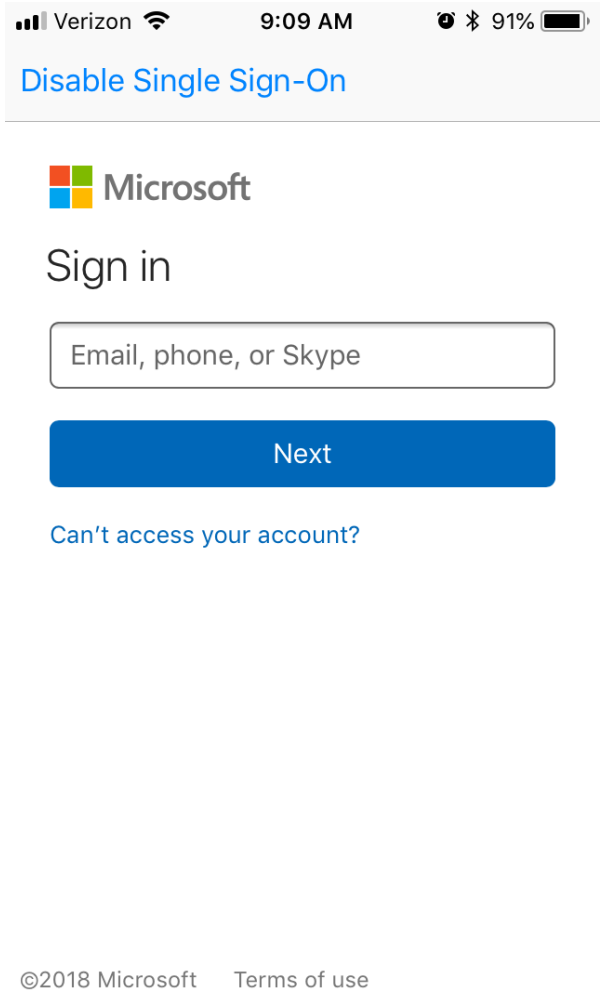
  dmhhipaa1

  in the space provided for the Key Phrase.



STEP 8: Setting up Single Sign-on

- You will be prompted to an authentication page with the option to “Sign in”.



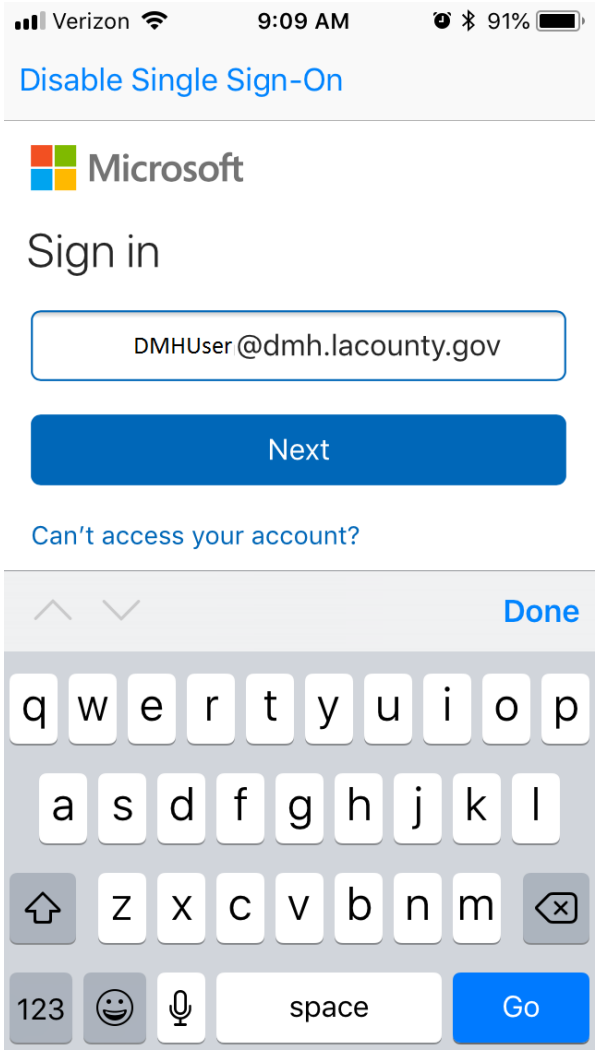
STEP 9: Authenticating DMH credentials

- **DMH Credentials:**

  Sign in using your DMH e-mail address:

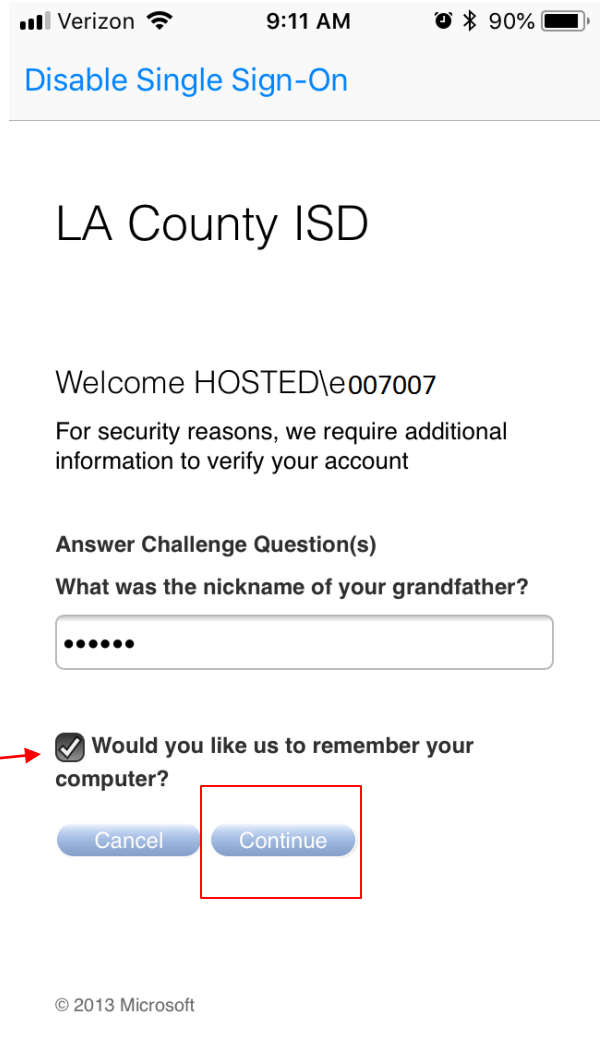
  i.e. DMHUser@dmh.lacounty.gov

- The Password is the same as your network logon password.



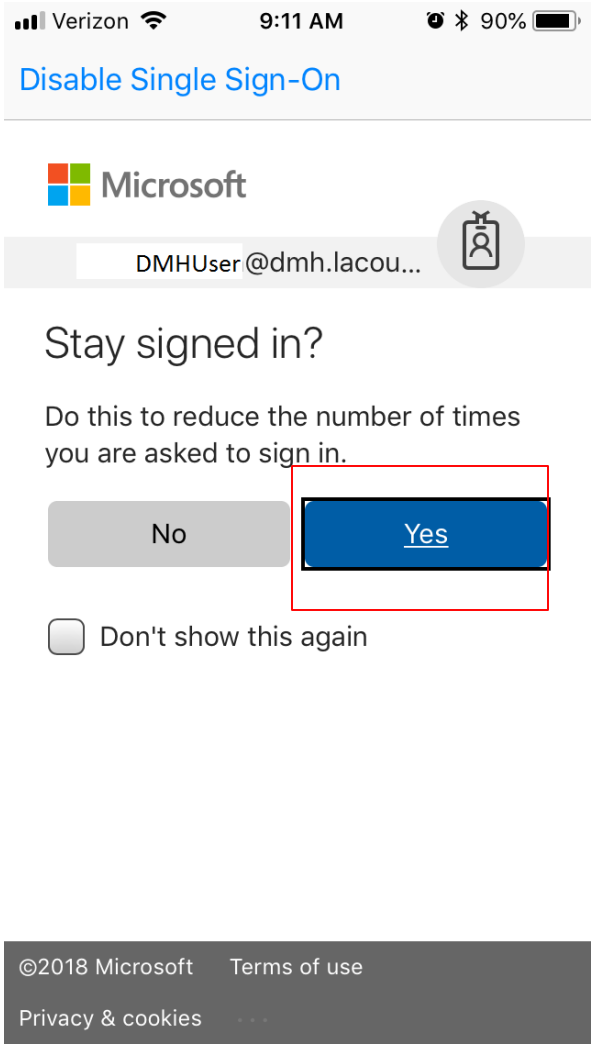
STEP 10: Validation and Verification

- Answer the **Challenge Question.** This is the response you have previously set during your DMH self-serve password reset verification.
- Add a checkmark to remember your credential for future logons as shown in this picture. Then click Continue.



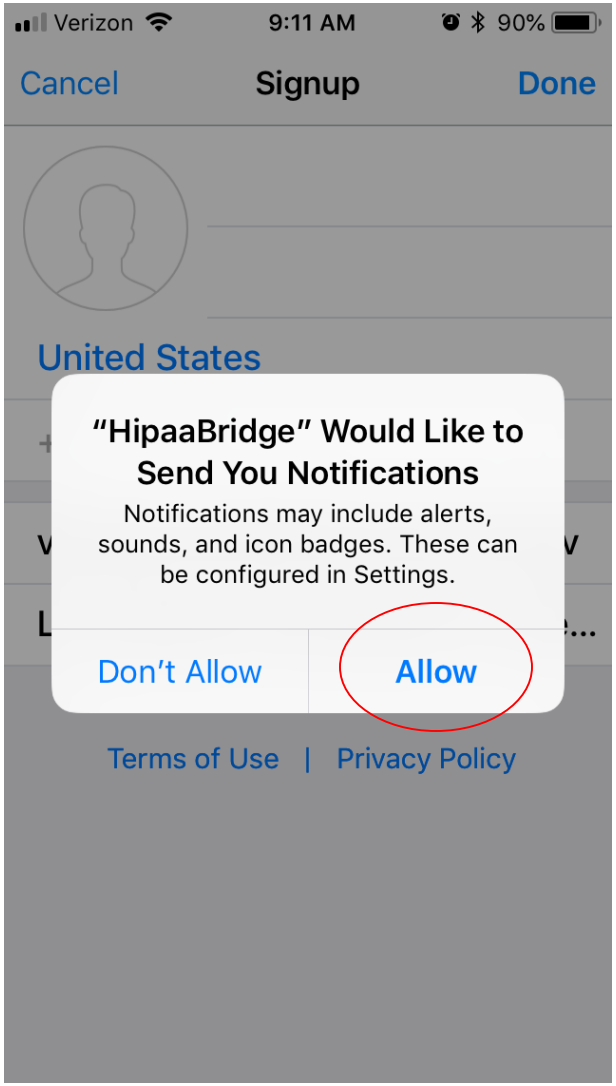
STEP 11: Signing In

- Should you choose to reduce the number of times you are asked to re-enter your credential, you may select the “Yes” button as shown in this picture.



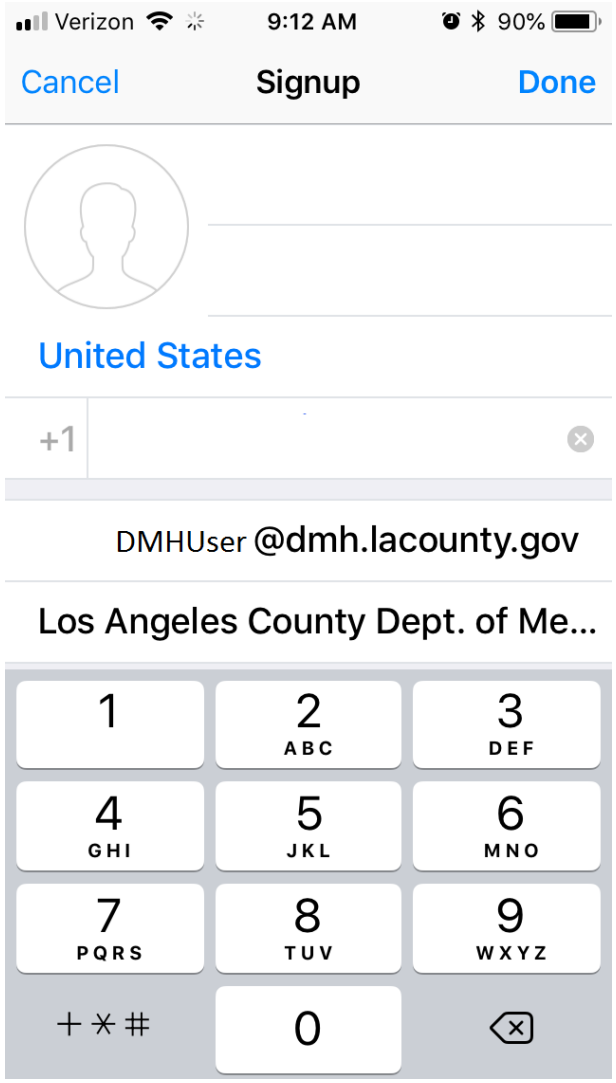
STEP 12: Notifications

- Next you will be prompted that “HipaaBridge” Would like to send you notifications such as alerts, sounds and icon badges. This is to make you aware that someone is trying to communicate with you through this application.
  Click on “Allow” as displayed in the picture.



STEP 13: Additional Setup (Optional)

- When prompted to enter a telephone number, please enter the number that is assigned to your mobile device.



STEP 14: Pin code setup

- To secure your conversations from any potential unauthorized access, you will be prompted to select a four digit number.

  This is the code that you will have to enter to access the HipaaBridge.

  Please set a four digit pin and then confirm it.

  You must memorize this pin.

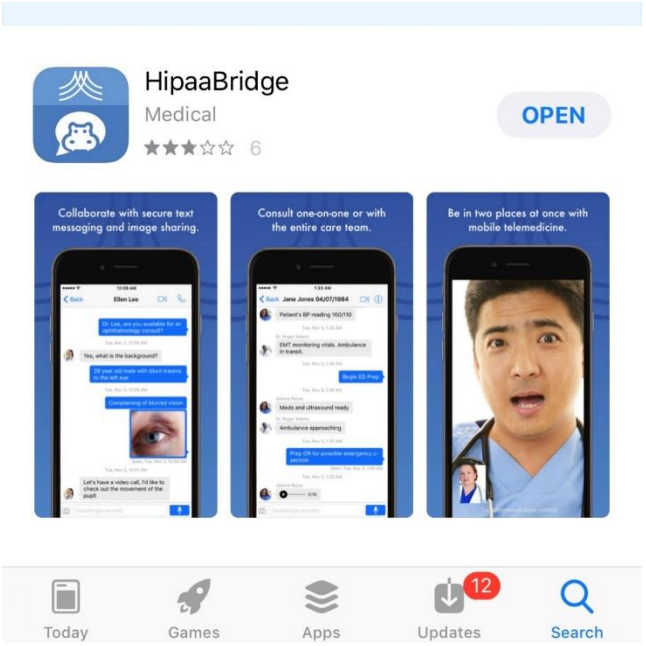
STEP 15: Configuration Completed

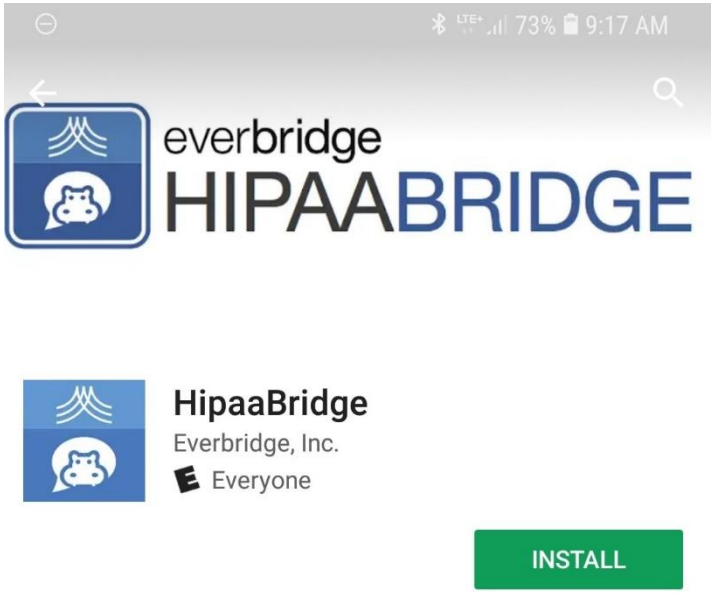
- Congratulation, you have successfully completed the configuration and are setup to use the HipaaBridge Secure Texting Solution.

Instructions to invite external individuals

STEP 1: Inviting external individuals

- Instruct your Non-DMH corresponding user to download HipaaBridge application directly from Apple®'s AppStore or Android®'s PlayStore at no cost and follow the app's instructions to setup and create a HipaaBridge account.



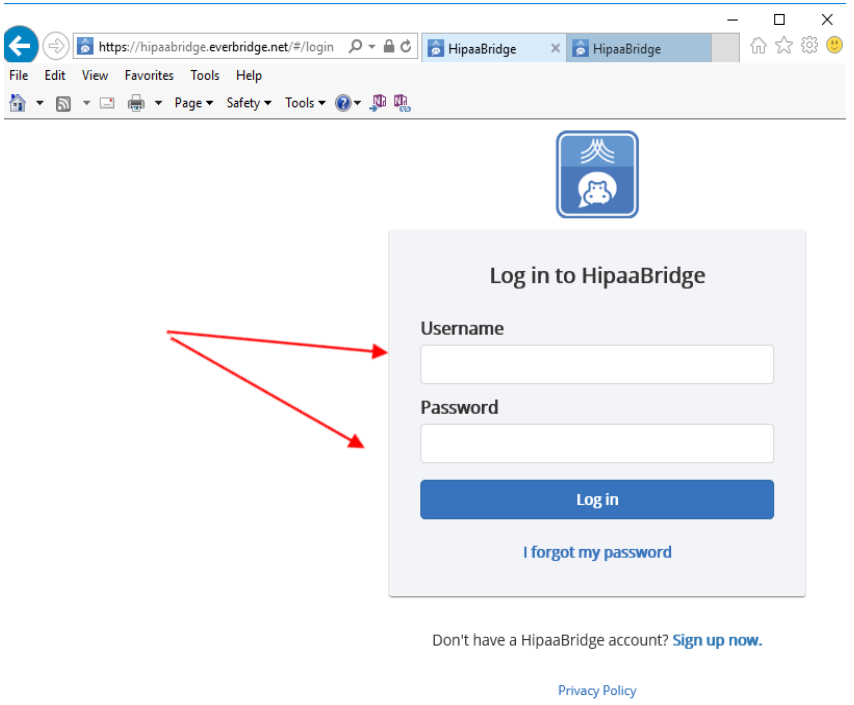


STEP 2: Computer Users

- Individuals that do no have access to mobile devices may use HipaaBridge web portal to create an account to communicate with you. The portal can be accessed from https://hipaabridge.everbridge.net/#/login

- **ATTENTION:**

  Username and Password are both case sensitive.

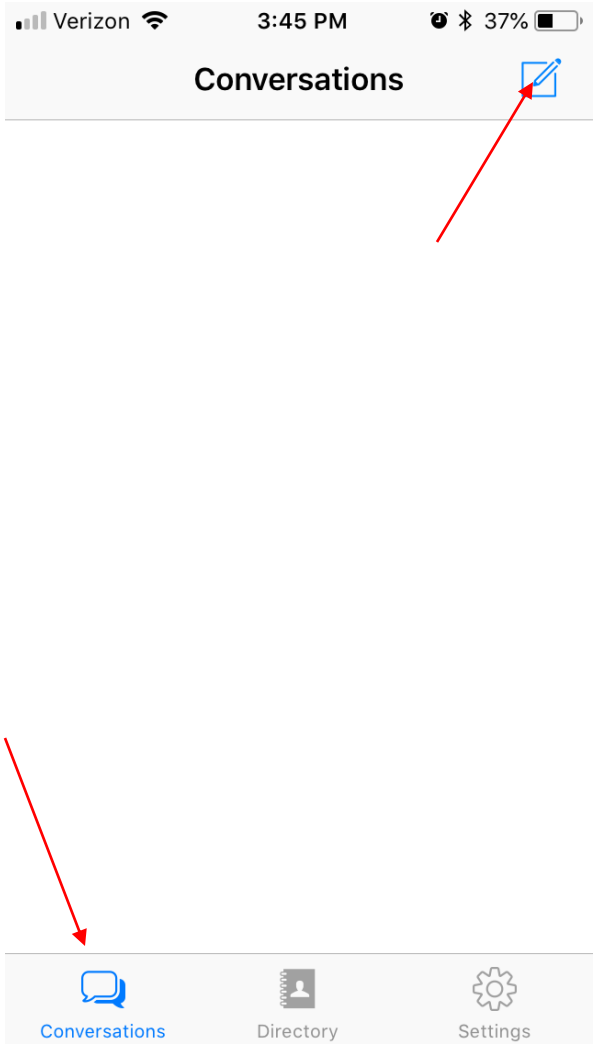


HipaaBridge Operating Instruction

STEP 1: Before initiating a conversation

- Before you initiate a conversation make sure your corresponding user has created a HipaaBridge account and provided you with their registered e-mail account.

- To initiate a new conversation, select the conversation tab on the bottom left of HipaaBridge application, then click the pen and notepad icon on the top right corner.

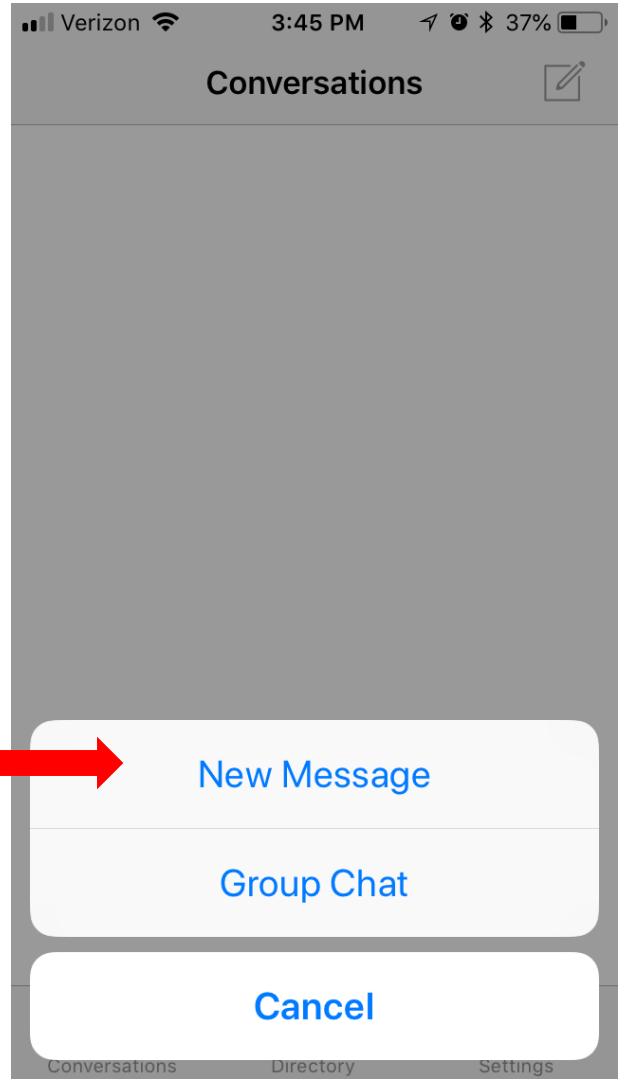


STEP 2: Individual vs. Group

- Select “New Message” to start a one on one communication

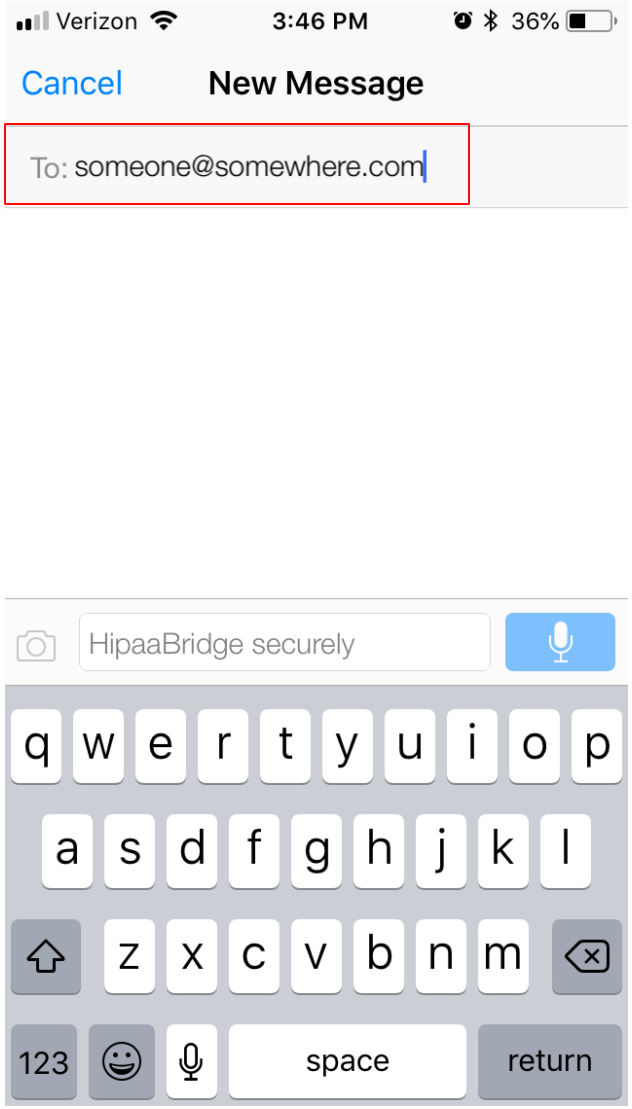
  or

  select “Group Chat” to start a group conversation.



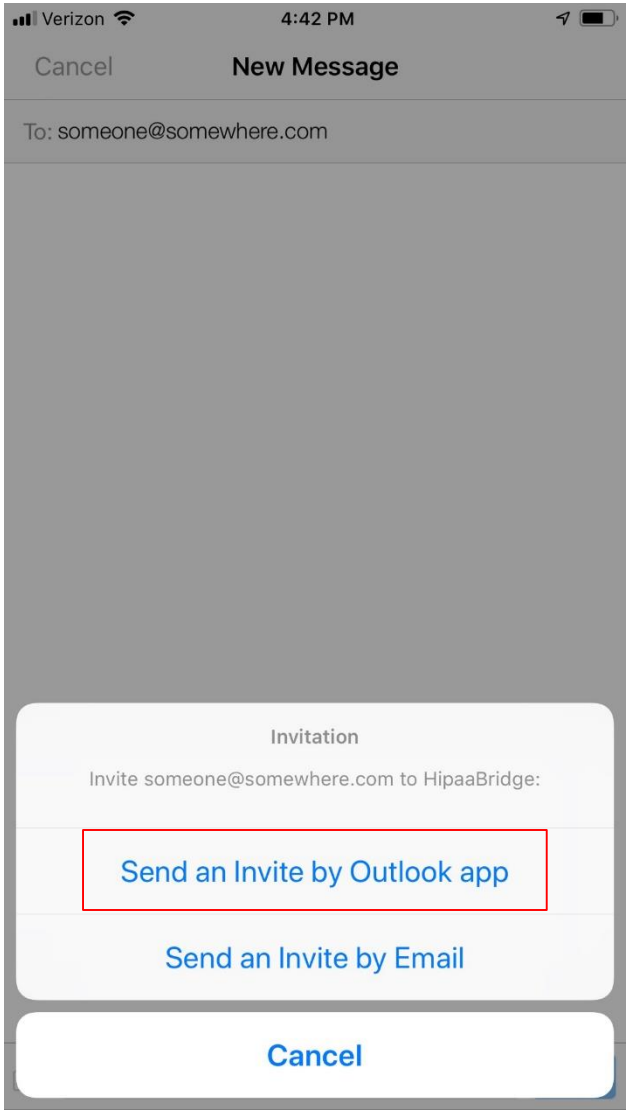
STEP 3: Initiating a conversation

- Either registered party can start a secure communication by typing the corresponding registered e-mail address.



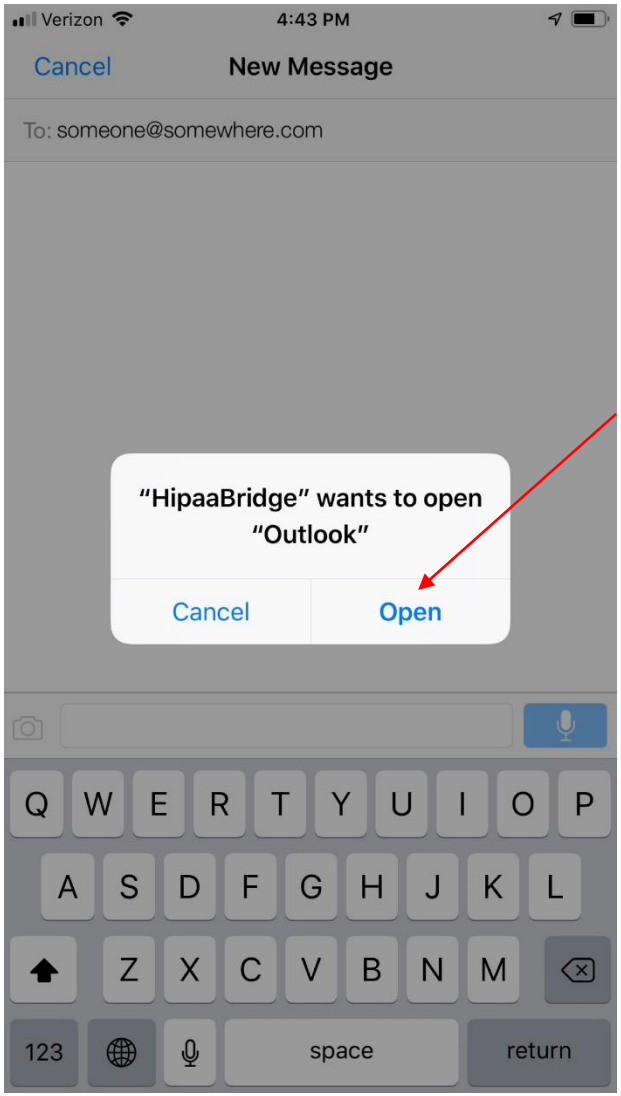
STEP 4: Initiating a conversation

- If the corresponding party does not have an HipaaBridge account, you will be prompted with this screen. Select “Send an Invite by Outlook app”.



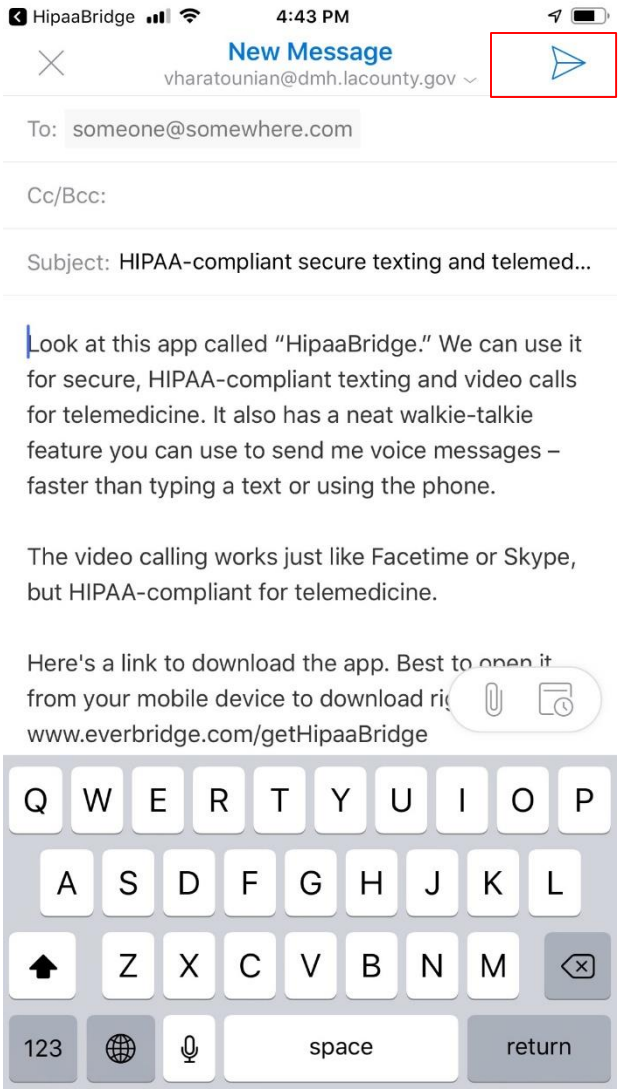
STEP 5: Initiating a conversation

- Select “Open” once you see this popup.



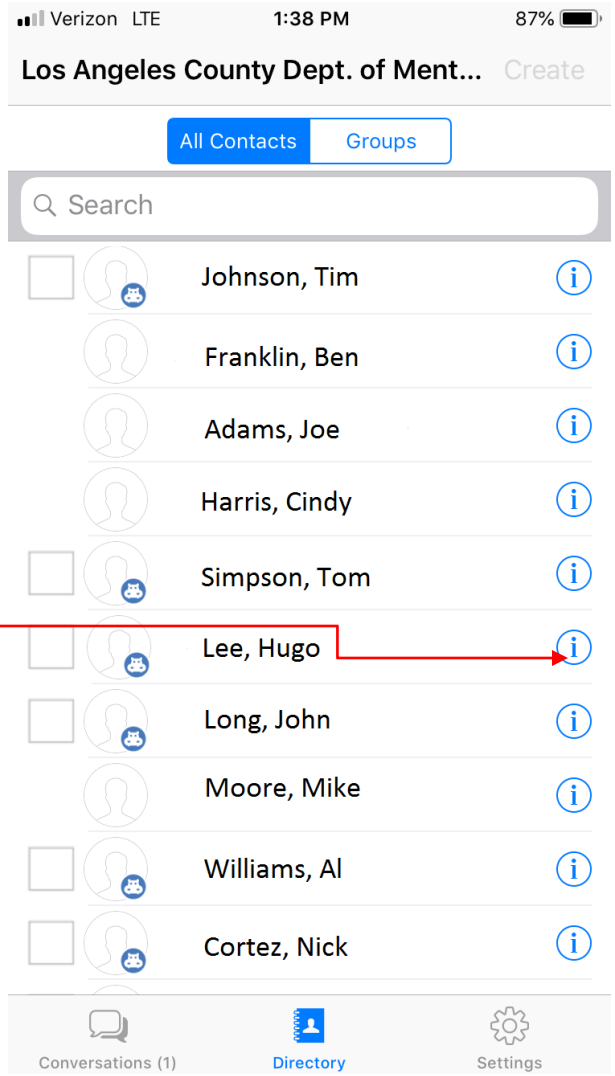
STEP 6: Initiating a conversation

- A pre-made message to invite the user will auto populate. You can click on the send icon as shown on the picture to send the invitation e-mail.



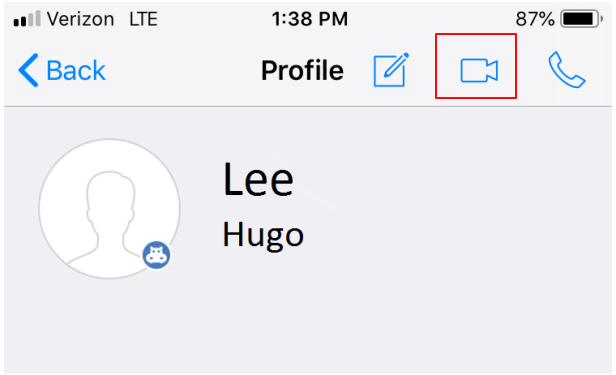
STEP 7: Initiating a video chat

- Find your intended corresponding party and select “i”.



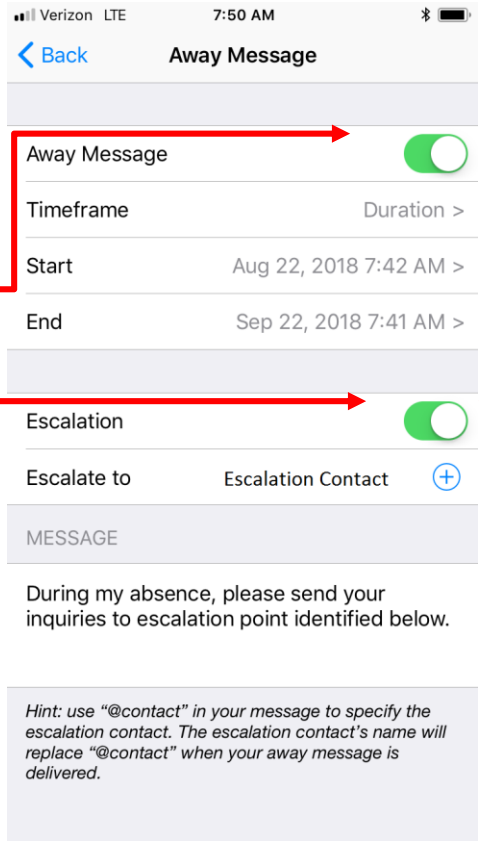
STEP 8: Initiating a video chat

- Select and highlight the video camera and it will then initiate a video chat.



STEP 9: Setting an Away Message

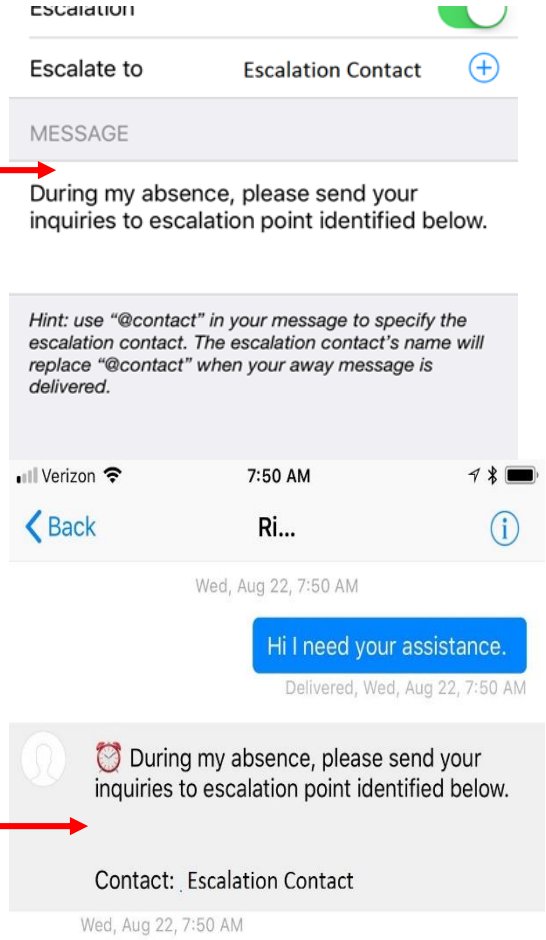
- This tool provides you an option to set an away message and identify a designee who you authorize to assist in your absence.
- Set your “Away Message” preference as shown on this illustration.
- Should you choose to set your “Escalation Contact” during your absence, selecting the + sign.
  Then You can select one of the individuals from HipaaBridge’s Directory who you want to be your designee.



STEP 10: Setting an Away Message

- You can draft an away message to make your counter communicators aware of your unavailability.

- Your “Away Message” will display your drafted message and will show who your designee is during your absence so if your counter communicators choose, can contact your designee with their inquiry.



WHERE TO GO FOR HELP

DMH Users

DMH Users may seek assistance from:

- **DMH HelpDesk Support: (213) 351-1335**
- **Self Service: https://lacdmhheat.saasit.com/**
- **Email: HelpDesk@dmh.lacounty.gov**

Non-DMH Users

Non-DMH Users may seek assistance by contacting EverBridge Support team:

- **US & Canada Toll-Free: (866) 436-4911**
- **Email: support@everbridge.com**