

Guidelines for Confidentiality and the Use of Technology

All students must comply with relevant federal and state laws, regulations, ethical standards, and organizational policies to ensure the confidentiality of clients. Students and agencies are encouraged to utilize the standards listed in the NASW [Technology in Social Work Practice](#) guide to inform their use of technology. While each agency should develop their own protocols around the use of technology and confidentiality, the following best practices are provided for use by all students engaged in field instructed practice:

- ✓ Take reasonable steps to maintain appropriate boundaries when using personal phone numbers or other electronic communication. For example, consider temporarily hiding your caller ID when making outgoing calls, using your phone's settings.
- ✓ Position web cameras so that others can only see your face- all visible confidential data must be removed from camera view.
- ✓ Conduct all professional interactions in a private space. Be mindful of the potential for family members or bystanders to overhear any portion of your discussions.
- ✓ Do not record client sessions conducted on Zoom. The biggest risk of recording therapy sessions is access by third parties.
- ✓ Be mindful of your surroundings when engaged in sensitive conversations. Potential family members or bystanders might overhear any portion of your discussions.