



DO'S & DON'TS OF HIPAA COMPLIANT TEXTING



Protecting patient information is essential when communicating in healthcare settings. This infographic highlights some of the key Do's and Don'ts to guide you in choosing and using a HIPAA compliant texting platform effectively.

DO'S



USE ENCRYPTED MESSAGING PLATFORMS

Ensure all messages are sent through HIPAA compliant encrypted platforms to prevent data breaches.



AUTHENTICATE USERS

Require strong passwords or two-factor authentication to ensure only internal authorized users can access sensitive information.



GAIN PATIENT CONSENT

Obtain explicit written consent from patients or members before communicating via text to confirm they understand any risks.



LIMIT PHI

Keep messages short and do not include sensitive or identifiable health information unless absolutely necessary.



ESTABLISH POLICIES AND TRAIN STAFF

Implement and regularly update policies and conduct annual HIPAA training for all staff handling sensitive patient data.

DON'TS



DON'T USE PERSONAL DEVICES WITHOUT SAFEGUARDS

Avoid sending messages on personal devices unless they are equipped with appropriate security measures.



DON'T SEND PHI WITHOUT ENCRYPTION

Never send unencrypted messages containing PHI to protect data integrity and confidentiality.



DON'T IGNORE SECURITY AUDITS AND UPDATES

Ensure regular security audits and system updates to stay ahead of potential vulnerabilities.



DON'T ALLOW UNSECURED TEXTING

Refrain from using unsecured apps or SMS for communications; use compliant platforms instead.



DON'T FORGET DOCUMENTATION

Maintain accurate records of all communications and responses to demonstrate compliance if audited.

**This is not an exhaustive list but rather some considerations for HIPAA compliant solutions. Always seek internal counsel advice when pursuing a HIPAA compliant platform.*

About Relay Network

Relay is the innovator of a new B2C, HIPAA compliant mobile channel designed to create better member and patient relationships. Our individualized feeds combine the timeliness of text with the multifaceted experience of scrolling social feeds. By delivering exactly what members and patients need, when they need it, in a format they're comfortable with, we help healthcare organizations drive the outcomes important to them like providing access to care, lowering cost of care, and improving member and patient health outcomes while outperforming more expensive channels.

Interested in learning more?

www.relaynetwork.com