

HIPAA- Texting and Email Refresher



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Objectives

- Protected Health Information
- Secure Messaging
- Email
- Text Messaging
- Questions



Protected Health Information (PHI)

- Definition

- Protected health information is any identifiable information that appears in medical records as well as conversations between healthcare staff regarding a patient's treatment. It also includes billing information and any information that could be used to identify an individual in an organization's records

- Examples

- Patient Name (full or last name and initial)
- Date of birth
- Address
- Social security number
- Phone number
- Email address
- Health plan account numbers
- Dates of visits, admission, discharge, and treatment
- Payments/bills
- Photographs
- Diagnostic codes

Health Data
Privacy



Secure Messaging

- Secure in Transmission
 - If intercepted can not be read
 - Examples: Encrypted Email, Encrypted Text Application
- Authorized Receiver/Sender
 - Username and Password are required to view messages
 - Examples: Email Account, HIPAA Compliant Secure Text Messaging Application



Email

- Is it Secure?
 - Secure in Transmission: **Only if encrypted**
 - Authorized Receiver/Sender: Yes, a username and password are required
- Sent From Provider
 - **Must** be Encrypted if it contains any PHI
 - **Recommended:** Encryption in all cases
- Sent From Client or Guardian
 - Does not Require Encryption
 - **Caution:** Any response to Client should be encrypted to avoid email chain contamination



Text Messaging

- Is it Secure?

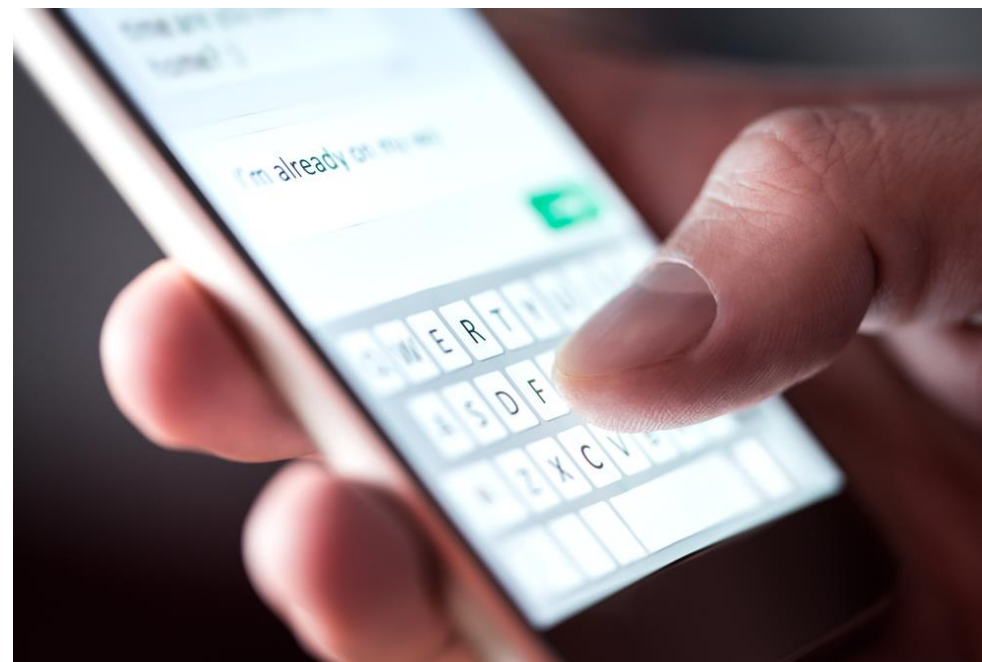
- Secure in Transmission: **No**
- Authorized Receiver/Sender: **No, Can not Verify**

- Sent From Provider

- **Can Not contain any PHI**
- **Recommended:** Avoid whenever possible, clients will often send messages once they have the number
- If Text Messaging must be used a HIPAA compliant messaging application should be procured.
- Appointment reminders that do not contain PHI are allowed

- Sent From Client or Guardian

- Allowed
- **Caution:** Any response to a Client message that contains PHI is **not allowed**



Questions?

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QUESTIONS

