PUBLIC HEALTH NURSING SERVICES PROCEDURE FOR PHNs SENDING TEXT MESSAGES TO CLIENTS

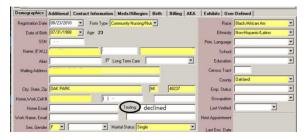
PURPOSE: To use current technology to augment communication with clients in order to enhance service delivery and customer satisfaction

To maintain confidentiality when relaying information to clients

SCOPE: Community and Clinic PHNs, PHNS Supervisors and Coordinators, PHNS Administrators

PROCEDURE:

- 1.0 Client Permission
 - 1.1 Community Nursing
 - 1.1.1 Obtain client's dated signature on the HIPAA/Texting Consent form(CSU prints from Insight and places in document folder)
 - 1.1.2 Circle exhibit information at the bottom of the HIPAA/Texting Consent form and send to CSU to update and attach as exhibit in Insight as described in *Recording Guidelines*.
 - 1.2 General Clinic Nursing
 - 1.2.1 Obtain client's dated signature on the Acknowledgement for STD Testing form (Signed form is scanned into Insight Exhibit folder by Clinic CSU staff)
 - 1.2.2 Verify that client has indicated that they are willing to receive text messages and the phone number on form can receive text messages.
 - 1.2.3 CSU staff will enter the specific cell phone number to be used for texting in the "Texting" field <u>OR</u> enter "declined". The "Texting" field is considered a required field even though it is not highlighted in yellow. Enter "unknown" only as a last resort.
 - 1.3 PHNs will only use the phone number in the "Texting" field on Insight Master Registration screen to send text messages





- 2.0 Standard Messages to Text and document as sent
 - 2.1 Community Nursing
 - 2.1.1 "Reminder: Visit on (date) at (time) with Public Health Nurse xxx-xxx-xxxx"
 - 2.1.2 "Is (date) at (time) OK for a home visit? Your Public Health Nurse xxx-xxxx"
 - 2.1.3 "I will be at your home in x minutes. Your Public Health Nurse xxx-xxx-xxxx"
 - 2.1.4 "Please call your Public Health Nurse at xxx-xxxx"
 - 2.2 General Clinic Nursing (this may be done up to two times before sending letter(s):
 - 2.2.1 For clients who do not return for treatment or test results by timeline discussed text "Please call (Mrs. Oak at) 248-858-1304 (North) or 248-424-7049 (South) for important health information"
- 3.0 Confidentiality
 - 3.1 Protected Health Information (PHI) cannot be texted (such as test results)
 - 3.1.1 If the client responds to text message with a text message
 - 3.1.1.1 Clinic PHN resends the original text message again
 - 3.1.1.2 Community PHN sends "Please call me at xxx-xxx-xxxx"
 - 3.2 When client returns call by regular phone call, any applicable proper identification procedures apply (code number, date of birth, demographics)
 - 3.3 HIPAA and PHI guidelines and procedures apply to text messaging (refer to the *Procedure for the Protection and Disclosure of Client Records 6/07*)

Note: A copy of this procedure is located in the Clinical Procedures Manual, Section 4 General