

Text Messaging Policy & Procedures

1. Purpose

To ensure compliance with HIPAA when using text messaging to communicate with patients.

2. Scope

Applies to all pharmacy staff involved in patient communication via SMS/text.

3. Policy

- All text messages containing PHI must be sent only to patients who have given prior written consent.
- Text messaging must not include sensitive data (e.g., full name + diagnosis + medication).
- No PHI will be stored on mobile devices.
- The phone system (e.g., Spectrum's platform) must use secure methods if PHI is transmitted.

4. Procedures

- Patients will sign a Text Messaging Consent Form.
- Messages will be limited to:
 - Refill reminders
 - Pickup notifications
 - Pharmacy hours
- Messages will not include:
 - Specific medication names
 - Diagnoses
 - Insurance details
- Messages will be logged in the patient record when relevant.
- Staff must complete annual HIPAA training.

5. Data Security

- Devices used must be password protected.

- Only authorized staff have access.
- Any breach will be reported per HIPAA regulations.

6. Retention and Auditing

- Text message logs will be retained securely for 6 years.
- Regular audits will be conducted to ensure compliance.

7. Enforcement

Violations may result in disciplinary actions and potential legal penalties.

Effective Date

04/01/2025

Approved By

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