

UC Riverside, School of Medicine Policies and Procedures**Policy Title:** Texting Protected Health Information**Policy Number:** 950-02-035

Responsible Officer:	Chief Compliance and Privacy Officer
Responsible Office:	Compliance Advisory Services
Origination Date:	8/01/2022
Date of Revision:	N/A
Scope:	All SOM Workforce Members, Students and Trainees

I. Policy Summary

The School of Medicine (SOM) shall ensure that adequate technical, administrative, and physical safeguards are in place to ensure the confidentiality of Protected Health Information (PHI). These security standards apply to text messaging.

II. Policy Text

A. Workforce members (including staff, faculty, students, trainees, volunteers and interns) must abide by the following restrictions:

1. PHI, including photographs, may never be inputted to or maintained on a personal smart device, such as cell phone or tablet.
2. PHI may never be communicated via texting (aka transmitted via Short Messaging "SMS", Multimedia Messaging "MMS", or Rich Communication Services "RCS.")
3. PHI may only be sent via messaging on cell phones using a University-approved messaging App. Unapproved Apps (such as WhatsApp, Facebook Messenger, WeChat, Snapchat, TikTok, Discord, Google*, or iMessage) may never be used for texting PHI.

B. Workforce members who require the use of an approved texting App should seek it by opening a ticket and submitting a request through the Office of Information Technology.

C. Workforce members must report any violation of this policy to the Compliance Advisory Services department, upon discovery.

D. Potential violations of this policy will be investigated by the Compliance Advisory Services and identified violations are subject to discipline per the Sanctions policy.

III. Responsibilities

All SOM staff, faculty, students, trainees, volunteers, interns, affiliate personnel, and other authorized users of SOM PHI.

IV. Related Information

SOM Policy #950-02-011, "Sanctions"

Approvals:

COMPLIANCE COMMITTEE (10/25/2022)

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 PAUL HACKMAN, J.D., L.L.M.
 CHIEF COMPLIANCE AND PRIVACY OFFICER,
 SCHOOL OF MEDICINE

10/26/2022 | 11:11 AM PDT

DATE

DocuSigned by:

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 DEBORAH DEAS, M.D., M.P.H
 VICE CHANCELLOR, HEALTH SCIENCES
 DEAN, SCHOOL OF MEDICINE

10/26/2022 | 1:29 PM PDT

DATE