

## Clinical secure messaging



Single platform for group communication across multiple sites



Communication platform which facilitates care coordination by offering secure text messaging and image sharing between health-care providers from the user's mobile device or desktop.



Intended for transient communications and does not replace standard patient documentation, as one-on-one and group chat messages are automatically deleted after 60 days.

## ALWAYS ensure you

- ✓ communicate securely with other clinical staff for matters related to patient care
- ✓ document relevant communication occurring through the application in the patient's official record of care
- ✓ send photos using the in-application camera only
- ✓ only use one-on-one and group chats if including PHI; messages are deleted after 60 days (channel chats should never be used for PHI)
- ✓ obtain informed consent before sharing photos and document such consent in the patient's official record of care
- ✓ use the minimum amount of personal health information required to safely conduct the relevant patient consultation
- ✓ review and set your notification settings
- ✓ name your group chat so it's clear what the conversation is about

## NEVER

- ✗ use channel chats for PHI
- ✗ allow others access to your device or your Microsoft Teams account
- ✗ leave your device unattended when unlocked to ensure no one is inappropriately viewing the screen
- ✗ allow others to inappropriately view your screen while displaying sensitive information
- ✗ attach images from your camera files (you must use the in-app camera when sending images so that the image is not stored on your device)

Visit our [website](#) for Quick Reference Guides and Videos for Microsoft Teams.