



Marion County
OREGON

BOARD OF COMMISSIONERS

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Date

Protocol regarding text message exchanges with Marion County Health Department clients \Legal Guardian.

In order to exchange text messages with clients and/or their legal guardians the following protocols must be followed:

- 1) Client or Legal Guardian must complete and sign an “Authorization for Use & Disclosure of Information” form. This authorization will remain valid for one year or until the client or guardian rescinds, if sooner.
- 2) Copy of the authorization form will be placed in the file.
- 3) Staff must sign a copy of this protocol indicating they understand and will abide by the protocol.
- 4) Staff may not keep any Protected Health Information (PHI) on their phone or in their contacts list.
- 5) Staff may not send unauthorized PHI via a text message. If a client or guardian sends PHI via text, staff will remind them that they are unable to discuss this information via text messaging.
- 6) Text messages will be deleted at weekly intervals.
- 7) Staff are not able to bill for exchanges with clients via text messaging.
- 8) Violations of this protocol may constitute a HIPAA violation and may result in disciplinary action.
- 9) Questions about text messaging should be directed to your immediate supervisor.

Staff Name

Date