

Texting Providers

- Nurses are not to text provider's personal cell phone regarding any patient information (not encrypted or HIPAA approved).
- Nurses can only text patient updates via iMobile (secured and HIPAA compliant).
- Nurses are **NEVER** to request orders via text and cannot act on any orders received via text.
- Only document "MD notified" when the nurse has confirmed physician has received message through iMobile or received call-back from MD.
- If unable to reach MD, please reach out to provider's answering service to ensure we are reaching out to appropriate/correct MD who is available to return our call.

