

## PIGEON HEALTH COMMUNICATION DISCLOSURE FORM

**Pigeon Health is a doctor-to-patient communication tool utilized by this office to make it easier for patients to connect directly with their health care providers. The use of this service is completely optional. Please review the following policies, risks, and other information in order to decide whether you wish to utilize this communication tool.**

It is important to understand the following about the Pigeon Health system:

1. SMS texting IS NOT encrypted, and, therefore, the messages could be intercepted and read by third-parties.
2. There is no way to completely eliminate the risk of the inadvertent disclosure of PHI while using the Pigeon Health system.
3. There are certain steps that should be taken by the user of the mobile device to help safeguard messages from being read by others. It is solely the user's responsibility to implement these changes. Such settings include:
  - a. The device should be set so that text messages do not appear on the lock screen.
  - b. The device should lock automatically when not in use and should require a passcode to unlock. The passcode should not be shared with anyone.
  - c. The device should be set to automatically delete texts after 30 days, so that PHI does not remain on the phone indefinitely.
  - d. In the event a patient changes phone numbers or devices, the physician must be immediately notified to discontinue use of Pigeon Health or switch to a different phone number.
  - e. The patient should never allow any other patients or persons to use the number assigned to them for communication through Pigeon Health. This can result in disclosure of PHI, incorrect medical directions, incorrect recording of medical history or diagnoses, and many other serious problems.
  - f. Patients should never communicate information through Pigeon Health that they would be uncomfortable having intercepted and read by someone else.
4. In the event of a medical emergency, the Pigeon Health system is not to be used. In an emergency, dial 911.
5. Messages sent by patients may not be viewed right away. Specifically, this office only uses Pigeon from \_\_\_\_\_ to \_\_\_\_\_ Monday through Friday, excluding holidays.
6. Regular text rates apply and the patient is responsible for paying any such rates and charges.
7. In some instances, the physician or its staff may choose to contact you via telephone or some other message instead of sending messages through the Pigeon Health system. Patients must continue to return calls, voicemails, and emails sent by the physician or its staff. The Pigeon Health system does not replace those methods of communication.
8. Use of the Pigeon Health system is COMPLETELY OPTIONAL and at the patient's OWN RISK.