



What is **Safe Message and how does it **benefit my practice**?**

In order to remain HIPAA Compliant while relaying urgent messages to the on call provider, The Doctors Answer will send urgent messages to your on call provider using Safe Message Texting

Why can't my physicians be sent regular text messages, we used to do it?

Sending Protected Health Information (PHI) via a Regular Text Messaging stores unencrypted and unprotected PHI on your provider's phone and is a breach of HIPAA Compliance. To sum it up, its just not legal anymore.

Is Safe Message Texting HIPAA Compliant?

Yes. Safe Message Texting does not store any PHI on the o/c's phone and it is HIPAA Compliant. We text a link that simply allows the user to view their urgent message that is stored on our secure web server. If a provider loses their phone or are no longer employed by your Healthcare facility, we can change their password or delete their account and the PHI is no longer accessible to them.

What if I don't hear the Text notification or my phone is off?

If a sent message is not acknowledged within 15 minutes, our dispatchers are alerted that their sent message was not read. This would immediately escalate the call to step 2 in the o/c's dispatch instructions. This is usually a manual call to the provider. If there is no answer, we would escalate to step 3, and so on. This ensures an urgent message is never missed.

Show your office phone number when your providers return calls

You asked and we delivered. Physicians don't want patients to have their cell phone numbers and patients aren't picking up blocked numbers. To solve this problem, we added a feature to Safe Messaging that shows your office phone number when your o/c returns a call from within the message. The patient will recognize your office phone number and answer the call and your physicians don't have to block their numbers anymore! Talk to your account manager about this add on feature as it needs to be setup internally at the call center.

My doctors are not "tech savvy", do they have to download anything?

Safe Messaging does not require any downloads to your providers phones. All you will need to do is enter in their user name and password one time on the first verification text and then they are then good to go moving forward. There is a save username and password option so they do not have to enter their credentials again.

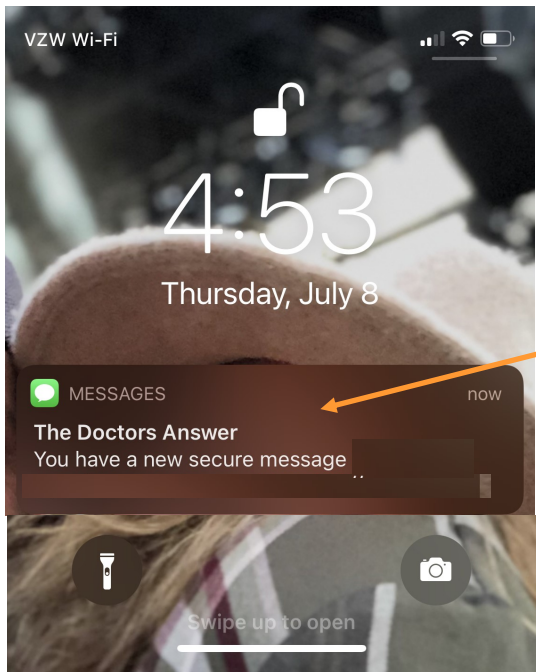
Account Manager: Haley Cluett | **Phone:** 800-571-8285 | **Fax:** 888-839-0719

Email: Haley.Cluett@TheDoctorsAnswer.com | **Website:** www.TheDoctorsAnswer.com



Get started with Safe Messaging in 4 easy steps

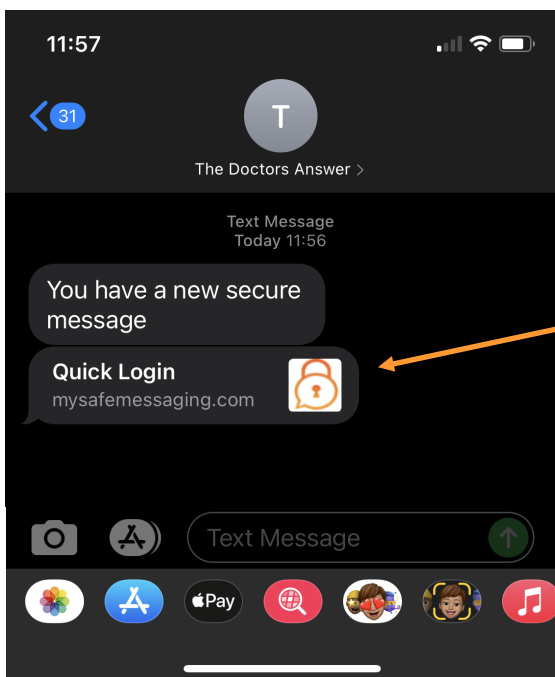
Step 1 : Add the number 917-722-4995 to your contact list



Helpful Hint:

All safe message texts will come from 917-722-4995. If you save this number in your phone as “Answering Service” or “The Doctors Answer” you will always know the message is from your emergency call center.

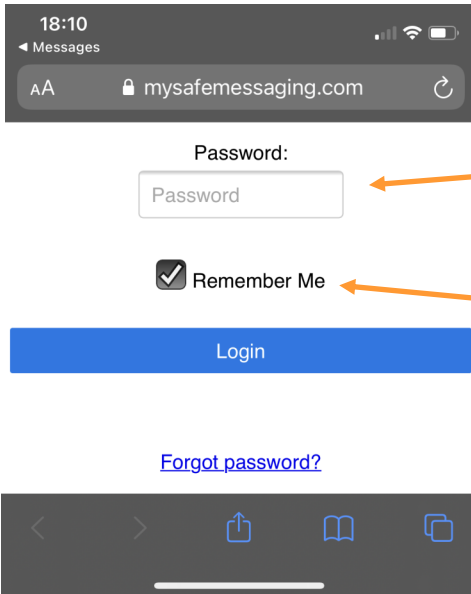
Step 2 : Viewing your message



Helpful Hint:

To view your urgent message, simply click on the “Quick Login” Link in the sent text message.

Step 3 : For the 1st Time Logging in - Enter the Temp Password

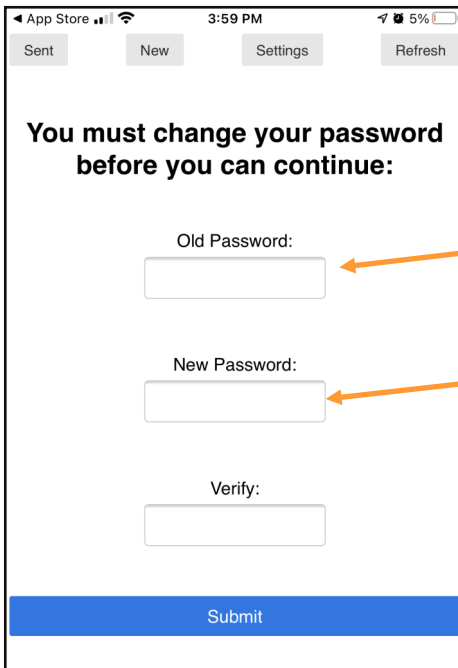


Helpful Hint:

The first time you log in, enter the temporary password that was provided by your answering service account manager.

Checking **“Remember Me”** will **automatically log you in for all future messages**. Checking this will bypass this login screen and take you directly to the message for all future attempts.

Last Step: Pick a new password



Helpful Hint:

Old Password: Reenter the temporary password provided by the answering service.

New Password:

Pick a new password. If you clicked “Remember Me” on the previous page then the system will automatically remember your new password and you will not have to enter it again to view new messages.

**Great job, You did it! You're now ready to send and receive
HIPAA complaint messages**

Acknowledging a message and stopping the escalation procedures

Inbox
New
Settings
Refresh

From: TAS
Subject: MessageID=500-6240003413
Date: 2020-12-10 05:18 PM EST

Call Reason: CONSULT

Stat/Rout: ROUTINE
From: JON
Phone: 800-571-8285 Ext:
Hospital: GOOD SAM
Requesting: DR SMITH

Pt Name: BOB SEGER
Pt D/O/B: 12/08/42
Room/Bed: RM 343 - BED

Message: NUMBNESS IN LEFT LEG

CLICK HERE TO ACKNOWLEDGE

Message History (click here to toggle)

IMPORTANT

In order to notify the answering service that the message has been acknowledged, press the orange **“Click here to Acknowledge”** button.

This will stop your escalation procedures and also stop the App from continuing to notify you.

The App will continue to notify you of a message until you click the Acknowledgement button.

Stat/Rout: ROUTINE
From: JON
Phone: [800-571-8285](tel:800-571-8285) Ext:
Hospital: GOOD SAM
Requesting: DR SMITH

Pt Name: BOB SEGER
Pt D/O/B: 12/08/42
Room/Bed: RM 343 - BED

Message: NUMBNESS IN LEFT LEG

(MSG ACK'D)

REPLY
FORWARD
DELETE

Message History (click here to toggle)

Helpful Hint:

After you press the orange **“Click here to Acknowledge”** button. It will turn Green and say **“(MSG ACK'D)”**. This will notify the answering service that you acknowledged the message, stop all escalation procedures and stop the app from continuing to notify you that you have a message.

Returning a call to the caller with your OFFICE phone number showing as your CALLER ID (not your cell phone number)

Stat/Rout: ROUTINE
From: JON
Phone: [800-571-8285](tel:800-571-8285) Ext:
Hospital: GOOD SAM
Requesting: DR SMITH

Pt Name: BOB SEGER
Pt D/O/B: 12/08/42
Room/Bed: RM 343 - BED

Message: NUMBNESS IN LEFT LEG

(MSG ACK'D)

REPLY FORWARD DELETE

Message History (click here to toggle)

Helpful Hint:

After you click the Acknowledge button, you will also be able to dial the phone number back with one touch dialing.

IMPORTANT

If you are not using our App's caller ID feature that shows the caller your office phone number when you call them from within the app, **you MUST ensure your caller ID is blocked**


If you're interested in the caller ID feature, inquire with your account manager at the answering service.

Stat/Rout: ROUTINE
From: JON
Phone: [800-571-8285](tel:800-571-8285) Ext:
Hospital: GOOD SAM
Requesting: DR SMITH

Pt Name: BOB SEGER
Pt D/O/B: 12/08/42
Room/Bed: RM 343 - BED

Message: NUMBNESS IN LEFT LEG

(MSG ACK'D)

 [Call \(585\) 206-4600](tel:585-206-4600)

Cancel

IMPORTANT HINT:

You will know If the office caller ID feature is enabled on your account if when you click on the caller's phone number, your phone indicates that its going to dial 585-206-4600.

When you click on the caller's phone number, if your phone indicates that its actually going to call the caller's phone number, and not the 585-206-4600 number, **then you do not have this feature enabled and please ensure your phone has caller ID block on.**

Going to your inbox and viewing all of your messages

Inbox New Settings Refresh

From: TAS
Subject: MessageID=500-6240003413
Date: 2020-12-10 05:18 PM EST

Call Reason: CONSULT

Stat/Rout: ROUTINE
 From: JON
 Phone: [800-571-8285](tel:800-571-8285) Ext:
 Hospital: GOOD SAM
 Requesting: DR SMITH

Pt Name: BOB SEGER
 Pt D/O/B: 12/08/42
 Room/Bed: RM 343 - BED

Helpful Hint:

When your App is focused on one individual message, if you want see all of the other messages in your inbox, click the inbox button.

Sent New Settings Refresh

 Search Clear

Ack'd: **NOT ACK'D**

Call Reason: PT EMRG

From: CHUCK NORRIS
 Phone: 800-571-8285
 Pt Name: CHUCK NORRIS
 DOB: 12/03/1963
 Message: TOOK MY WIFES BP
 MEDS BY MISTAKE. WHAT SHOULD I
 DO?

Ack'd: **2020-12-10 08:34 PM EST**

Call Reason: CONSULT

Stat/Rout: ROUTINE
 From: JON
 Phone: 800-571-8285

Helpful Hint:

When you click inbox, this will show you all of your messages in your inbox. You can swipe up from the bottom of your screen to see older messages.

If there is a Orange NOT ACK'D bar above a message, that means you did not acknowledge that message yet. Touch the message to acknowledge it.

The green bar at the top of the messages has the date and time that you acknowledged that particular message.

Touch any message to enter into a focused view so you can direct dial the phone number.

Forwarding a message to a colleague OR sending them a new message

Stat/Rout: ROUTINE
From: JON
Phone: [800-571-8285](tel:800-571-8285) Ext:
Hospital: GOOD SAM
Requesting: DR SMITH

Pt Name: BOB SEGER
Pt D/O/B: 12/08/42
Room/Bed: RM 343 - BED

Message: NUMBNESS IN LEFT LEG

(MSG ACK'D)
REPLY FORWARD DELETE
Message History (click here to toggle)

Helpful Hint:

When you are focused in on a message that you want to forward to another user on your account, simply click forward and then select the person's name who you wish to send the message to.

This will forward the message to their safe messaging App. If you wish to add someone to your account that is not currently listed, please contact your account manager so they can be added.

Clicking Reply will allow you to send a message back to the answering service.

Verizon 4:00 PM 5%
Inbox New Settings Refresh
Select destination user for the message:

Ben Pure
Bob Williams MD.
Haina
Haley Cluett
Royce Mitchell
haina2

Prev Page Next Page

Helpful Hint:

To create a new message to send to a colleague: from your inbox simply click "New" on the top bar. This will show you the list of users that you can send a new message to.

Changing the number of times the app should notify you of a message

Verizon 4:01 PM 5%

Inbox New Settings Refresh

Message Archive

Profile Settings

Registered Devices

Log Out

Helpful Hint:

When looking at your inbox. Click the Settings tab.

Click on Profile Settings

App Store 9:37 PM 6%

Password

☐ Must change password?

Email:
example@gmail.com

SMS:
240466450

Repeat Every X Minutes (0 = disabled):
2

Max # of Notifies (0 = infinite):
0

☐ *67 (Android devices only)

Caller ID:
Caller ID

Save

Helpful Hint:

Repeat Every X minutes:

This is how long the app will wait until it notifies you **again** that you have an unacknowledged message. The default will be set to 2 minutes.

Max # of Notifications:

This is how many times the app will notify you before it stops alerting you. The Default is set to 0 which means it will continue to alert you indefinitely until you acknowledge the sent message.

Caller ID

This can broadcast your office number when you call patients back from within the app. **Talk to your account rep if you're interested in this feature.**

Save

Click Save to save all of the above settings



Are your doctors still not sure? Read them these cliff notes

1. HIPAA Compliant
2. Read confirmation
3. Office Caller ID can show up when your o/c calls a patient back
4. Forward messages to your coworkers compliantly
5. Easy to use
6. Sending PHI via Regular text messaging is not legal
7. If a user doesn't have access to their phone and they wish to access their messages via a web browser, they can simply visit: <https://mysafemessaging.com> and log in using their credentials.

There were obstacles relaying medical messages to o/c providers and Safe Messaging solves these obstacles. Check this problem off your to do list because this problem is **SOLVED**.

Thank you! :)

Account Manager: Haley Cluett | Phone: 800-571-8285 | Fax: 888-839-0719
Email: Haley.Cluett@TheDoctorsAnswer.com | Website: www.TheDoctorsAnswer.com