



*To Ensure Professional Relationships with Patients
and Research Participants*



TEXTING

**No Texting Patients/Research
Participants Using Personal Phone**

Alternatives:

1. BU Managed Cell Phone
2. BU Microsoft Teams Chat
3. BU RedCap using Twilio secure text (<https://www.bumc.bu.edu/it/infosc/researchcompliance/bu-reviewed-and-cleared-apps/>)



CALLING

**No Calling Patients/Research
Participants Using Personal Phone**

Alternatives:

1. BU Managed Desk/Cell Phone
2. BU Microsoft Teams Audio/Video Call Function
3. BU Cisco Jabber/Webex that typically connects to a BU desk phone



EMAILING

**No Emailing Patients/Research
Participants Using Personal Email
or BU Personal Email**

**Must use a HIPAA Shared BU
Outlook Account with MFA**

*These have a data retention policy and better
security.*

Alternatives:

1. BU Microsoft Teams Chat or other HIPAA approved apps
2. Outlook exception: If communicating to another provider/researcher may only reference patient/research participant by their medical record number or research participant ID