



Dear Colleagues,

All communication poses some risk to the privacy of our patients and research participants. For example, if the room you are using to call a patient has poor sound insulation or an open door, your conversation may be overheard. We want to protect patient confidentiality by using the best means of electronic communication available to us.

What is the best way to communicate electronically?

The best way is to use the communication feature of the electronic medical record. But when that is impractical or we are conducting research, we should use [BU Microsoft Teams](#) to call, chat (text feature), share medical records, and video conference with patients, research participants, and colleagues. Teams is a free download for patients and research participants, and video conferences can be transcribed for free using the built in, HIPAA compliant transcription feature.

Worried about learning something new?

When COVID arrived, most folks spent the time to learn how to use Zoom. Teams, however, is not very different from Zoom, and we would be happy to help you get set up. Please check out our [instructions](#). Then reach out to ithelp@bu.edu on the Charles River Campus, bumchelp@bu.edu at the Medical Campus, or dentit@bu.edu at the Dental School.

Can I use a personal phone?

Yes, you can use Teams on a personal phone! You should not use your personal phone to call or text directly because it exposes your personal number to patients or research participants.

To call the patient, outside of the Teams app, use a BU desk phone or BU issued cell phone. You can also use [Cisco Webex](#) app to extend your desk phone to your personal phone!

If you have any questions or concerns, please contact me or Information Security at buinfosec@bu.edu.

Sincerely,

David Corbett

BUMC Information Security Officer and HIPAA Security Officer



Boston University Information Security

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