

## **PIGEON HEALTH COMMUNICATION POLICIES AND PROCEDURES**

**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 following Policies and Procedures must be abided by in the office to ensure that the system is being used appropriately.**

1. A patient's decision whether to use the Pigeon Health system is COMPLETELY OPTIONAL. The system is being used for the convenience of the patient. Therefore, no patient should be pushed into use if they appear to be uncomfortable with it.
2. The Pigeon Health system cannot be used with ANY PATIENT until the patient has received the Pigeon Health Communication System Disclosure Form and has signed and initialed the Pigeon Health Communication System Consent Form. Before use, the office staff must ensure that the patient has signed the consent form and has initialed each line of the form acknowledging the risks and responsibilities.
3. Each patient should be gently reminded in person (orally) to make the changes to their device settings that are outlined on the disclosure form.
4. The Pigeon Health system should not be used to send sensitive medical information. Instead, it is to be used to send appointment reminders, medication reminders, notices of appointment changes, and other general administrative information. It is also to be used to answer those kinds of questions from the patients. While we cannot control the kinds of communications sent by the patient, we can control what responses are sent.
5. In the event a sensitive medical question is asked by the patient, a phone call should be placed to the patient to answer the question rather than a text message. The priority here is to answer the question in a time-sensitive manner without risk of inadvertent disclosures via text message.
6. On an annual basis, patients must be re-advised of the risks of using Pigeon (by being provided the disclosure form) and must re-sign and re-initial the consent form.
7. The offices should develop internal procedures and protocols to ensure that messages are received by appropriate staff and are responded to in a time-sensitive matter.
8. On a frequent and consistent basis (i.e., daily), all communications with each patient must be gathered from the Pigeon Health system and must be inputted into the Electronic Health Records (NextGen) system. The communications must be easily readable and accessible to all providers who open the patient's chart.
9. Communications must be professional and business-like at all times. Casual communication methods are not appropriate. No personal (non-medically related) communications are permitted at any time on the Pigeon Health system, whether those communications are with a patient or internal to the office.