### Health PEI One Island Health System

### Secure Text Messaging: Embracing Technology



### Module Contents

Why Texting?

#### Privacy, Confidentiality and Security

Step by Step Instructions to Set up on Your Device/Signal App to Take Advantage of the App Options for Top Security



### Why do clinicians want to text?



### **Description vs Picture**





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### **Important Definitions**

<u>Privacy:</u> The right of an individual to control the collection use disclosure and retention of their personal information

<u>Confidentiality:</u> The obligation of the health care professional to protect the secrecy of personal information

<u>Security:</u> The tools and techniques we use to protect the confidentiality, integrity and availability of personal information

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# Privacy, Confidentiality and Security

## Common questions and answers about secure text messaging with Signal ©

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### Can I text interesting pictures of patients to my co-workers...for education purposes?

No. PHI and any patient information is to be provided on a <u>need to</u> <u>know</u> basis only.

The purpose of this project is to use secure text messaging for messages between providers who are providing care or, are being consulted to become a part of the provision of care.

Texting is for simple questions, or to engage another physician/health care provider ie. Is this X-Ray a clinic consult or an admission? Can you VPN into this patient's chart and call me to discuss? Can you look at this wound?

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Is my patients' information secure when texting?

Your phone is equipped with a texting App that is NOT private. <u>"SMS texting" is not</u> secure and is easily hacked

Texting with the Signal App is a secure texting modality. Here's how...

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### Signal's Terms and Privacy Policy

- Signal© is equipped with open end-to-end encryption, messages are only viewable by the writer and intended recipient
- Signal© cannot decrypt or access the content of messages
- Signal© will queue *encrypted* messages on its servers when devices are temporarily offline

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#### BAD NEWS FBI, EDWARD SNOWDEN'S FAVORITE CHAT APP SIGNAL JUST GOT \$50M IN FUNDING

BY JASON MURDOCK ON 2/22/18 AT 10:31 AM EST



Former U.S. National Security Agency contractor Edward Snowden appears live via video during a student organized world affairs conference at the Upper Canada College private high school in Toronto, February 2, 2015. Snowden is a known fan of Signal, the chat app.

REUTERS/MARK BLINCH

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Should I just write patient initials and not include PHI to protect privacy?

### No.

When using a secure text messaging App, please include the personal health information. The standard is to provide two identifiers for proper identification of the patient by the receiver (full name, DOB, PHN or MRN)

The approved text messaging app is Signal©



### Can I be sure that my patients' information is not compromised?

The facts

- If you are using a regular phone message App, information is at risk for being intercepted or "hacked"
- The ITSS Chief Security Officer has recommended Signal © as the secure text messaging app of choice

You can help

Follow the guidelines!

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#### What is my role in privacy and security?

- Physicians/HC Providers sending secure text messages will set disappearing text for 24 hours, enough time for the receiving physician/HC Provider to enter the chart and document the conversation
- You will need to set two technological safeguards:
  - On the phone: set a confidential password to enter the personal device
  - In the App: download the free Signal© App and apply an App biometric or password lock
- Physicians/HC Providers will not store, screen shot or otherwise save or upload patient information directly onto their device. Document your text conversation in a progress note.
- Physicians/HC Providers will ensure that the receiving physician/HC Provider is using the Signal © App and verify the receiver before sending information
- Information is shared on a need to know basis only

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### Guidelines

### Setting Technological Controls on Your Personal Device: Step by Step Instructions Set up:

- 1. Your phone
- 2. Your Signal App Settings
- 3. 3. Your contact Settings within the Signal App

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### Step One: Your Personal Device

Make sure there is a **private** password to your personal device

Or

A Biometric passcode, which is preferred (fingerprint, retinal scan)

If you use a biometric entry into the device, make sure you are the only user of the phone. Phones will allow more than one biometric scan to open the device for access

ie. If you share your phone with your family, you can't share PHI or patient information on the device!

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### Step Two: Download the Signal App on your iOS or Android



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# Step Three: Apply Technological Safeguard to enter the Signal App



You want to set up your phone/device so that only you can access the app, it adds an extra layer of security

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When you open Signal, a list of your conversations will appear once you get started

Above the names is an "M". Select/touch the M

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### You are now in Settings

Network Status	Connected	
Invite Your Friends	>	
Privacy	>	
Notifications	>	
Linked Devices	>	
Advanced	>	
About	>	

**Delete Account** 

**Select Privacy** 

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#### Settings

#### Privacy

#### **TYPING INDICATORS**

#### **Typing Indicators**

See and share when messages are being typed. This setting is optional and applies to all conversations.

SCREEN LOCK

#### Screen Lock



Unlock Signal's screen using Touch ID, Face ID, or your iOS device passcode. You can still answer incoming calls and receive call and message notifications while Screen Lock is enabled. Signal's notification settings allow you to customize the information that is displayed.

#### Screen Lock Timeout

5m >

SCREEN SECURITY

Turn on "screen lock" And follow the on screen instructions

If your phone/device allows, biometric locks are safer than password locks

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### Step Four: Set Screen Lock Out

<b>〈</b> Settings	Privacy	
TYPING INDICA	TORS	
Typing Indi	cators	$\bigcirc$
See and share This setting is c conversations.	when messages are optional and applies	e being typed s to all
SCREEN LOCK		
Screen Loc	k	
Unlock Signal's or your iOS dev answer incomir message notific enabled. Signal to customize th	screen using Touc vice passcode. You ng calls and receive cations while Scree I's notification settin ne information that i	h ID, Face ID can still call and n Lock is ngs allow you is displayed.
Screen Loc	k Timeout	5m
SCREEN SECU	RITY	

#### Set your screen lockout to no more than 5 minutes

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# Step Five: Set UP each Contact Within the App: Verify your Contacts

Signal 🔘 🖉

Signal will verify Signal users from your current contact list when you initiate texting

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### Verify Contacts



 Click on the contacts name in the message window to find the contact settings window

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#### In the list that appears, choose view safety number

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### Known Contact, Known Signal User

X Γĥ Verify Safety Number You have not marked Spencer Brown as verified. Tap to Scar 28933 40110 94193 60884 58884 11360 73756 46510 99116 54325 42377 29289 If you wish to verify the security of your end-to-end encryption with Spencer Brown, compare the numbers above with the numbers on their device. Alternatively, you can scan the code on their phone. or ask them to scan your code. Learn More Mark as Verified

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In this case, the user is aware that Dr. Brown has the Signal App. There are multiple texts a month between the users therefore, there is no doubt number that stored is indeed his number

Go ahead and choose 'mark as verified'



## Dr. Brown is now marked as verified

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### Unknown User or Unsure if Signal Download

X Verify Safety Number You have not marked Wade as verified. Tap to Sca 41126 01161 79150 66221 07522 96178 73756 46510 99116 54325 42377 29289 If you wish to verify the security of your end-to-end encryption with Wade, compare the numbers above with the numbers on their device. Alternatively, you can scan the code on their phone, or ask them to scan your code. earn More Mark as Verified

Wade is an unverified user and needs to be <sub>Click Here</sub> verified

> In the 'verify safety window', while Wade has phone open, click/touch the QR Code

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### After touching the QR code, this will appear



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Hold the circle over your new contacts phone and scan the QR code that appears on his phone under your contact name; this is the first way to verify by linking the devices

The second way is to ask your contact to open your contact on his Signal App, touch his QR code and scan the QR code I have open.

This will verify the contacts on both phones

# Step Six: Set Disappearing Text for 1 Day (24 hours)

Go to your contact list

Open the message window by touching the 'pencil'

Touch on the contact's name at the top of the page to open the person/contact settings page —

Turn on disappearing messages

Move the 'bar' to one day

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	<b>く</b> Ba	ick	Contact	t Info		
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	$\heartsuit$	View S	afety Nur	nber	>	
	€	This us	ser is in y	our contacts	>	
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### Your responsibility

A picture is worth a thousand words, efficiency and convenience make more time for patient contact....

But...

Secure text messaging only, keep your patients' information on a need to know basis, and, communicate your texting discussion by writing a progress note

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### QUESTIONS?



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