

# 5 STEPS TO LEAVING HIPAA COMPLIANT VOICEMAIL MESSAGES

One simple mistake while leaving a voicemail for a patient is all it takes to get hit with massive HIPAA fines and penalties. Your only protection is to know exactly what constitutes a HIPAA compliant voicemail.

Fortunately, if you follow the 5 steps below, leaving a HIPAA compliant voicemail is easier than you think. These 5 steps will help protect your practice and ensure that your entire team knows how to leave a HIPAA compliant voicemail message every time.

## 1 Never Assume Your Patient is the Only Person Listening

If you wouldn't say something to a patient out loud in your waiting room full of people, don't say it on a voicemail message. Remember, other people may be able to access your patient's voicemails.



## 2 Avoid Saying the Patient's Name

Using a patient's name on a voicemail message can easily be a HIPAA breach. This is because the patient's name identifies them should anyone else be listening.

## 3 Never Leave Details Like Diagnoses or Test Results

When leaving a voicemail be vague. Don't specify what specific tests, and certainly don't leave diagnoses or test results in the message. Instead say something like, "This is Jane from Dr. Jones' office, can you please call me back at (XXX) XXX-XXXX."



## 4 Don't Identify Your Practice's Specialty

Sharing specifics about your practice on a voicemail could reveal information that the patient wants to be kept secret. For instance, saying "This is The Oncology Group calling..." could expose a patient's cancer.

## 5 Include Just the Facts

Even though you may feel it necessary to record more than a few words on a patient's voicemail, it's not a good idea. A brief message like "Please call us back at (XXX) XXX-XXXX regarding your appointment" is enough.



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