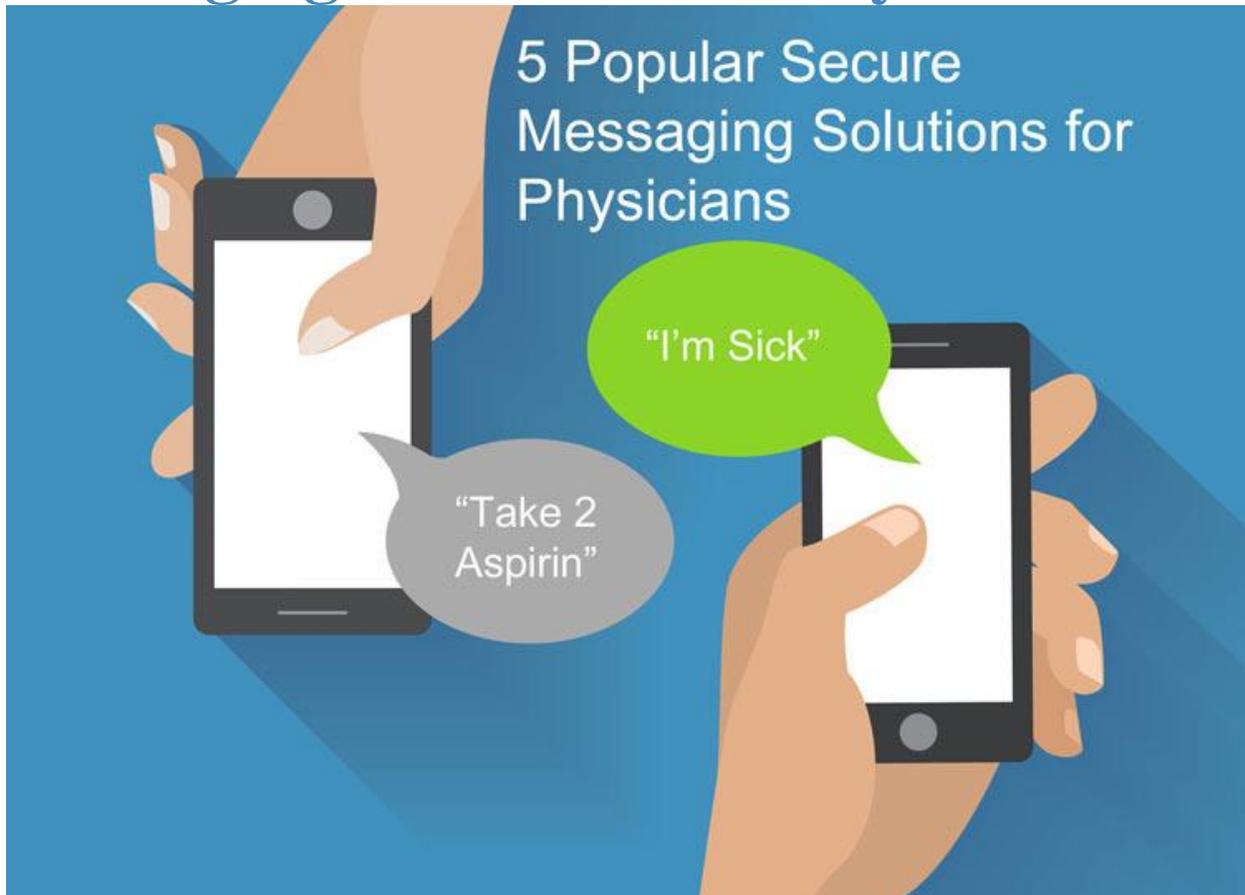


## 5 of Today's Most Popular Secure Messaging Solutions for Physicians



We live in a technological world, a world where almost anything can be accomplished with the click of a button. That includes keeping in touch with patients, doctors or updating employees. It all happens online, as fast as your internet connection will allow.

Every industry has caught onto this idea. Even the medical world is using tech to keep patients up to date and in the loop. Tech can also be used to keep members of medical teams up to date with current information.

However, the situation is a little different in medicine because the healthcare industry is bound by rules and regulations. Any messages or info being sent must be [HIPAA compliant](#), and if not there could be serious legal ramifications for a medical practice or healthcare facility further down the road. With that in mind, here are some of the most popular HIPAA compliant medical messaging solutions use in [telemedicine](#) today.

## 1. 24 Hour Answering Service

As a medical practice or clinic, it's crucial that you are available to your patients 24/7. You never know when a patient is going to need medical attention and you want to be prepared.

Unfortunately, it is not possible to have medical staff on duty all the time. The cost of this would be phenomenal, and that's why medical practices have been outsourcing after hours calls by hiring a [HIPAA compliant answering service](#). Anyone needing emergency attention can be forwarded to the right channels straight away. Those that are calling for an appointment or non-urgent matter can be directed to call back during regular office hours.

### Features & Benefits

1. Live operators and systems built around HIPAA regulations
2. Safe, encrypted messaging that prevents leaks of personal data
3. Around the clock support for every communication need
4. A skilled call center team that delivers for your patients

## 2. TigerText

If you want a mobile app that is HIPAA compliant for your medical practice, take a look at TigerText. [TigerText](#) is the most popular medical messaging app today. After being started in 2010, the app has come a long way in recent years. In fact, TigerText is so confident in the protection of your personal health information that it offers a one million dollar security fee.

### Features & Benefits

1. Secure messages that automatically expire

2. Notifications that are not deliverable due to patchy WiFi or cell coverage are re-routed within 5 minutes and re-sent via SMS
3. Access multiple TigerText inboxes from a single drop down menu
4. Securely exchange messages with contacts outside your network

### 3. Imprivata Cortex

Imprivata Cortex isn't just for mobile messaging. But lately, they've moved towards offering this service with an app that's difficult to beat. The app can connect to different locations and has real time syncing. Similar to the typical message apps of [WhatsApp](#) or [iMessage](#), Imprivata enables a "read" status sign on the message. This means that doctors will be able to tell as soon as someone has received the information they needed.

#### Features & Benefits

1. Communicate securely across any desktop or device
2. Instantly know when a message is read
3. Wipe lost or stolen devices remotely
4. Integrates well with existing systems

### 4. Doc Halo

Doc Halo, named Best in Class for healthcare communication in 2015, offers a mobile app and online system that provides a secure texting and HIPAA-compliant environment for the transmission of ePHI (electronic personal health information) over a highly encrypted platform. The app developer is constantly innovating and strives to be the top resource for physicians and their staff.

#### Features & Benefits

1. Encryption at all levels — database, transmission and on the app — with federally validated standards
2. Tracking of whether messages have been delivered, with repeated ping of the user

3. A secure private server that is backed up
4. Remote mobile app wipe option if a phone is lost or stolen

## 5. ZixMail

Last but certainly not least is [ZixMail Email Encryption](#). This app provides individuals with a high level of security in their email communications. It is easy to use and lets users encrypt or decrypt messages and attachments with a single click. ZixMail employs the most efficient and secure way to deliver messages through the unique ZixCorp Best Method of Delivery, which ensures all email can be securely sent to any user, anywhere and on any mobile device

### Features & Benefits

1. Easy to use and fast to deploy
2. Integrates with any email application
3. Ability to send secure messages to anyone
4. End-to-end delivery assurance

## Communicating patient information securely & effectively

It's safe to say that clinician texting is here to stay. But, fear not. A secure healthcare messaging solution can offer a reliable way for physicians, nurses and other healthcare providers to effectively communicate patient information from their mobile devices.



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## About the Author



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Manny Oliverrez, CPC, is a 20-year healthcare veteran and the CEO and co-founder of Capture Billing, a medical billing services company located outside of Washington, D.C. He teaches the nation's physicians, administrators, and medical practices how to maximize billing and revenue cycle management processes. Manny also frequently posts articles and videos on his [award-winning healthcare blog](#). For more information on Manny and his company, please visit [his website](#), or call (703)327-1800. And if you're on [LinkedIn](#), please look for him there too. **READ MORE**

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