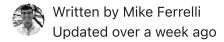Search for articles...

All Collections > FAQs and Troubleshooting > Securely sharing patient information

Securely sharing patient information

I need help with a patient, but I don't want to share PHI

Written by Mike Ferrelli
Updated over a week ago

So, you've run into a challenge with your patient, oh-no, don't worry the DoseMe support team is always here to help!

There are multiple ways for the DoseMe support team to assist you with your situation. In order for us to operate efficiently and safely, we ask you to please never send any patient personal health information (PHI) through an unprotected channel this includes email and instant chat.

In order for our DoseMe support team to help you, we will need to know the specific patient you are referring to. Instead of revealing patient PHI directly in an email or through our live chat inside DoseMeRx, all you need to do is describe your question and include the patient-specific URL web link. This web link allows the DoseMe support team to jump straight into the patient within DoseMeRx.

We want to ensure that your patient's PHI is always secure. The DoseMe support team is available 24/7 to help you with any of your questions or inquires.

Did this answer your question?

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