**ORIGINAL DATE: 06/22**

**Tufts Medicine Care at Home Parent, Inc.**

**SUBJECT: ACCESS TO TIGERCONNECT/TIGERTEXT**

**PURPOSE:** The purpose of this policy is to:

1. Explain TigerText user and site administration responsibilities.
2. Define who authorized users are and their requirements to obtain a TigerText account.
3. Define the Terms of Use, Privacy and Security requirements for authorized users of the TigerText application.

**DEFINITIONS:**

1. **TigerConnect, Inc.:** The Company that owns the TigerText application.
2. **TigerText:** a HIPAA/HITECH secure application, for use by designated Tufts Medicine Care at Home Parent, Inc. (TMCAH) Users, to text physicians, physician offices, and/or case managers regarding the care of patients. TigerText utilizes a secure web database and access is password and PIN protected.
3. **TigerText Site Administrator:** A designated Organization employee that will be responsible for monthly auditing of TigerText user accounts, as well as acting as a point person for new user requests, terminations, and password and account issues. There is also a backup site administrator in the Clinical Information Systems department at TMCAH.

**POLICY:**

It is the policy of TMCAH to allow authorized users use of the TigerText application if they adhere to the requirements stated in this policy. The policy includes an explanation for:

1. User Administration, including account management and technical support, by the TigerText Site Administrator per procedure
2. Site Administration, including monthly auditing and user account monitoring, by the TigerText Site Administrator per procedure
3. Authorized user requirements for account creation per procedure
4. Authorized user agreement to the Terms of Use, Privacy, and Security requirements per procedure

**PROCEDURE:**

**User Administration**

1. **To Request a TigerText Account for an Employee**: The employee’s manager will submit a MIS Request ticket to Clinical Information Systems. The ticket must include the name, title/discipline, email address, and cell phone number of the employee who will be getting access to the TigerText application. The TigerText Site Administrator will complete the following:
   * 1. Within 24 hours of receipt of ticket, will forward the employee a TigerText attestation statement via email (Attachment #1) and instruct employee to read, electronically sign, and email the form back to the TigerText email address: [tigertext@homehealthfoundation.org](mailto:tigertext@homehealthfoundation.org)
     2. Once received, review the completed attestation from the employee.
     3. Forward the completed attestation to the Compliance Officer for approval.
     4. Upon approval of the request, the Compliance Officer or designee will notify the TigerText Site Administrator.
     5. Upon completion of a – d above, the TigerText Site Administrator will request the new account in the application.
     6. Once the account is created, the TigerText Administrator will contact the employee via email to send them a Welcome Packet, which includes an Overview of the TigerText application and an Installation and Setup Instruction Sheet (attachment #2) and arrange a time to assist the employee in the installation and setup of the application on their TMCAH device as well as explain where to receive TigerText User Instruction.
2. **To Request an Account Termination:**
3. All access to the TigerText application will be terminated if an individual:
4. Is no longer an employee of the Organization; or
5. No longer requires access for the performance of a job at the Organization; or
6. Violates the Organization Confidentiality & Information Security Agreement.
7. To Request a Termination:
8. Any individual who meets any of the conditions in a – c above will have access removed by the TigerText Site Administrator via the application.
9. A termination request will be sent to Clinical Information Systems via a MIS Request ticket for the elimination of access for the user.
10. **Technical Support** - **Technical support falls into 2 categories**:
    1. General Account Issues or Questions:If authorized users encounter issues with their account or have questions about the use of the TigerText application, they should submit a MIS Request ticket to Clinical Information Systems. The TigerText Site Administrator will respond within 24 hours.
    2. Password Issues: To reset a password, the User will tap the “Forgot Password” link in the application and follow the online instructions. If this automatic password reset process fails, the User will submit a MIS Request ticket to Clinical Information Systems. The TigerText Site Administrator will acknowledge receipt of the ticket within 24. The User will be notified by encrypted email of the password change once TigerText Site Administrator completes the request.

**Site Administration:**

1. **Account Auditing:** On a monthly basis, the TigerText Site Administrator will review a list of all active TigerText accounts to confirm that all active accounts match currently active authorized users. If there is a discrepancy, the TigerText Site Administrator will contact the Clinical Manager and/or HR to determine the employment status of the user.
2. **User Account Monitoring:** If the need arises to have an authorized user’s account audited, the Site Administrator can request a report from the Organization.
3. **User Requirements:**
4. Authorized Users**:** Categories of individuals by role or job function who can have access to TigerText are as follows:
5. Organization Clinical Field Staff who treat patients and coordinate care with physicians, physician offices, and/or Case Managers.
6. Organization Clinical Managers and Organization Clinical Directors who work with physicians, physician offices, and/or Case Managers on the treatment of patients.
7. Prior to the first use of the TigerText application, authorized users will:
   * 1. Complete the TMCAH approved HIPAA/Compliance training program
     2. Sign a TigerText attestation statement
     3. Be issued a secure account and password from the Organization.
     4. Receive guidance on the installation and setup of the application on an approved TMCAH device
     5. Complete TigerText User Instruction

**Terms of Use:**

1. **Attestation Statement**: As part of the initial account request, the authorized user will sign a TigerText attestation statement (Attachment #1) regarding the use of the TigerText application. This attestation is required before a TigerText account is requested for the user. The attestation statement includes all elements regarding patient privacy, confidentiality of information, use of unique password and PIN, terms of use, and security of patient information. The User will electronically sign the attestation statement and email it the TigerText email address: [tigertext@homehealthfoundation.org](mailto:tigertext@homehealthfoundation.org)

Signed attestation statements are maintained by Clinical Information Systems.

1. **TigerText User Instruction**: Before using the application, the TigerText Site Administrator will provide new users the following:
   1. A TigerText User’s Guide (Attachment #3)
   2. Directions to the TMCAH Education website where they will watch a narrated presentation on how to use the TigerText application
   3. If after reviewing the presentation, the user still has questions regarding the TigerText application, they will submit a MIS Request ticket to Clinical Information Systems. The TigerText Site Administrator will get back to them within 24 hours.
2. **Parameters for Use**:
   1. Device Installation: only Organization issued devices are allowed to have the TigerText application installed on them for the purposes of organization business. TigerText should not be installed and used on personal devices for TMCAH business use.
   2. Account requirements**:** only a secure TigerText account, created by TMCAH, may be used to conduct organization business.
   3. When **can** TigerText be used**:** The application can only be used during normal business hours, 8:00am – 5:00pm, during weekdays.
   4. Times when TigerText **cannot** be used:
      1. The application cannot be used outside of normal business hours, on weekends, or holidays
      2. The application should not be used to communicate emergent issues any time of day
   5. Approved use of TigerText:The application should only be used to communicate with the Organization physicians, physician offices, and/or Case Managers to discuss the care of The Organization’s patients
   6. What TigerText **cannot** be used for:
      1. To communicate between the Organization employees for normal TMCAH business operations
      2. To receive physician approval of orders. Verbal orders still require calling the physician’s office
      3. File attachments of any kind are not allowed in text messages
   7. Text Message Aging: Understand that text messages are only kept in the application for 30 days. After 30 days, they are automatically archived and cannot be viewed again.
   8. Chart Documentation: TigerText communication is not part of a patient’s electronic medical record. As such, the User will document pertinent and appropriate medical and other information within the patient’s electronic medical record.

**Privacy and Security:**

1. **Patient Privacy**: TMCAH patients receive a notice of the Organization’s privacy practices at admission that outlines organization practices regarding privacy and security of patient information and disclosure of patient information via any means.
2. **Security of TigerText**: TigerText application security is managed and maintained by TMCAH.
3. **TigerText Accounts**: It is the authorized user’s responsibility:
   1. to not share their TigerText account or password with other users
   2. to not use other user’s accounts

***References*:**

Notice of Privacy Practices - Policy# 4010 (ref: C.F.R. 164.520, 164.530(i)

(4); Health Information Portability and Accountability ACT (HIPAA) Privacy - Reporting of Breaches; Health Information Technology for Economic and Clinical Health Act HITECH

***Policy:***

Tufts Medicine Care at Home Parent, Inc. Policy #1064.

Responsibility: All Employees

Distribution: Leadership

*Company Name Change Effective 6/02/2022*

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| CEO Signature:  CCIO Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_/\_\_\_\_/\_\_\_\_ Date  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_/\_\_\_\_/\_\_\_\_ Date |