**Phones & HIPAA**

Phone systems these days are often VoIP (Voice over Internet Protocol) and include not only voice to voice calls but also voicemail, conversion of those voicemails to text messages or emails and transmitted to the doctor and/or office staff.  Those actions make them subject to HIPAA compliance so an office phone system these days (especially VoIP) must be HIPAA compliant. This includes the need for a B.A.A. (Business Associate Agreement) with the VoIP service provider.

Whoever provides a chiropractor's phone service should be aware of these requirements so I suggest first calling the phone service provider and tell them you are a doctor office and your phones must be HIPAA compliant.  They should be able to make sure you are.  As for going to an outside vendor that has solicited the doctor (to scare him/her) into buying their (probably) expensive service, I suggest avoiding those people.  Simply call your phone company, ask for HIPAA compliant phones and let them do it for you.

If they cannot, shop around for a different phone provider that offers HIPAA compliance.

It should not be an expensive thing to do.

**Steven C Eggleston**