

## Facebook Messenger

**Rationale:** During this Public Health Emergency, CMS has waived enforcement of certain HIPAA encryption requirements for good-faith use of telehealth technology. This allows healthcare providers to communicate with patients on their personal phones using approved non-public facing video chat applications, like Facebook Messenger.

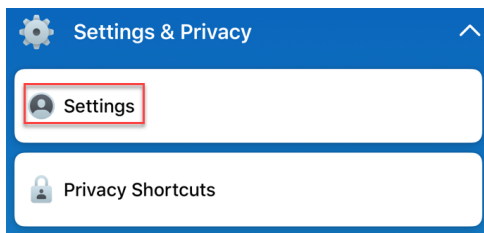
Settings can be made to avoid publicly displaying your personal phone number while communicating with patients on Facebook Messenger.

### Removing Phone# from Facebook Messenger

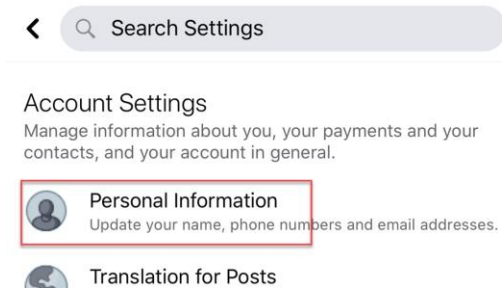
1. Open Facebook App
2. Click on the menu option



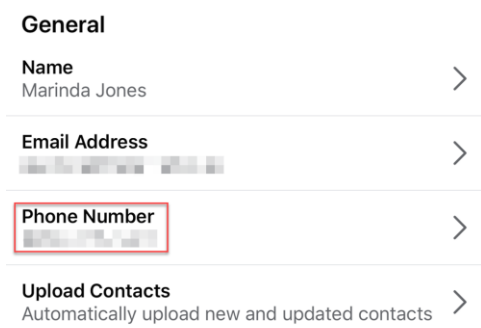
3. Scroll and select “Settings” from the Settings & Privacy option



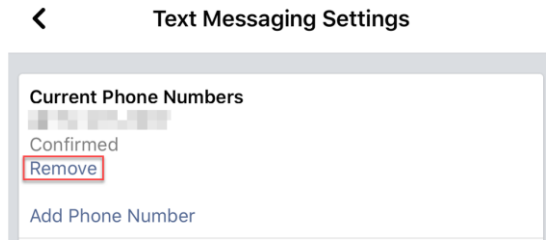
4. Select “Personal Information” under your Account Settings



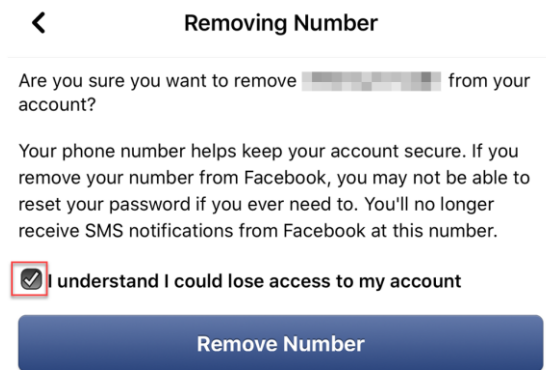
5. Select “Phone Number”



### 6. Chose “Remove”



### 7. A confirmation message will display asking if you’re sure you want remove the selected number from you’re account. Check the box to confirm you understand removal message.



### 8. Type your Facebook password to save your new setting. Select “Remove Phone.”



### 9. “Changes saved.” Indicates that the number has been successfully removed. Provider can now use messenger to communicate with the patient without phone number being publically displayed.

