

# DID YOU KNOW?

## 5 Steps to Leaving HIPAA Compliant Voicemails

Did you know that the requirement to safeguard DBH client Protected Health Information (PHI) applies to the voicemails DBH staff leave for clients? Following the five (5) steps below will ensure protection of PHI when leaving a voicemail for clients:

1. Never assume the client is the only person listening;
2. Avoid saying the client's name;
3. Never leave details like diagnosis or test results;
4. Don't identify your division's specialty, and
5. Include just the facts, "Please call back at (xxx)xxx-xxxx regarding your appointment."

Follow these simple steps to ensure our client's privacy remains protected and to avoid a possible breach.

For additional guidance in preventing, identifying, and reporting privacy incidents and breaches, please refer to [COM0944 Privacy Incident](#) policy located on the DBH website in the Standard Practice Manual.

Questions may be directed to Compliance Privacy: 909-388-0879 or [DBH-PrivacyIncidents@dbh.sbcounty.gov](mailto:DBH-PrivacyIncidents@dbh.sbcounty.gov)

