



City and County of San Francisco
London N. Breed, Mayor
San Francisco Department of Public Health
Grant Colfax, MD, Director of Health

San Francisco Department of Public Health
Office of Compliance and Privacy Affairs

To: DPH Staff
From: Maggie Rykowski, Chief Integrity Officer
Marc Upchurch, Chief Information Security Officer
Date: December 16, 2020

RE: Authorized use of Third-Party Dialers

We are writing to clarify which approved third-party platforms may be used to communicate with SFDPH patients. HIPAA regulations remain in place during the COVID-19 emergency, and SFDPH must ensure that patients' protected health information is secured. At the same time, we recognize that many care teams are working offsite and have a need to contact patients.

If you are offsite, you can use the **Doximity** dialer to place a call to a patient (voice only). This will allow you to use your usual clinical call back number as your caller ID. You should **NOT** use Doximity in any other way, including video calling or texting/SMS. Please note that Doximity is not DPH-IT supported. For those without a NPI, please see the [Doximity website](#) for information on how to set up a clinical care team associated with a provider.

For video calls with SFDPH patients, the only approved platform is Zoom using DPH or UCSF Zoom accounts.

No other platforms are approved for calling, video calling, or texting at this time. SFDPH recognizes there are varied and important needs to facilitate communication with our patients, and we will update further as other safe communication options are developed.

If you have any compliance or privacy questions about the use of Doximity, please contact OCPA at 855-729-6040.