# Secure Messaging Etiquette Best Practices

As a real-time communication platform, Halo's essential function is professional text messaging. This is different than social text messaging. Follow this list of best practices to keep clinical communication meaningful.

**VALUE CLARITY**

Keep messages concise and specific. If a messaging conversation is not clear, use the phone icon in the message thread to escalate to a verbal conversation.

**RESPECT THE POWER OF MESSAGING**

*Thanks*, *you're welcome*, and *OK* are examples of texts that you don't need to send, as Halo has sent, delivered, and read statuses.

**STAY WITHIN THE HALO APPLICATION**

Always keep PHI safe by capturing photos, videos, and voice memos in the Halo app. This ensures that message contents and attachments are encrypted. Halo does not allow you to attach photos on the camera roll on a device.

**INCLUDE PATIENT IDENTIFIERS**

Include necessary PHI to appropriately identify patients.

**REVIEW AND EDIT**

Thoroughly read a message before sending. If you send an incorrect message, you can use Halo's Message Recall functionality.

**REMAIN EMOTICON-FREE**

Limit the use of emoticons - these are not professional.

**KEEP IT PROFESSIONAL**

Halo should be used only for real-time clinical communication; personal texting should not be used.

**OFF-DUTY OVERRIDE: PROCEED WITH CAUTION**

Use the off-duty override rarely. Only use it when there is a professionally deemed, clinically emergent, critical issue impacting patient care and condition.

**URGENT MESSAGES: PROCEED WITH CAUTION**

Only use the urgent function in *true clinical emergencies*.

**ENGAGING PROVIDERS OUTSIDE THE CARE TEAM: PROCEED WITH CAUTION**

Exercise good clinical and professional judgment in communicating with providers outside of patients' care teams.