

Frequently Asked Questions

Amion Messaging

1 Why is normal texting not HIPAA compliant?

Although texting is common practice in most fields, mobile device to mobile device text messages (SMS) are not secure enough to protect Protected Health Information (PHI). Typical SMS messages are not encrypted (which means that outside parties can read them illegally). Even if you delete messages from your phone, your wireless vendor may also store the unencrypted text messages on their own servers. Sending texts with nonprotected PHI can result in significant fines.

2 Is Amion App text messaging HIPAA compliant?

Yes, Amion text messaging is HIPAA compliant because all messages are encrypted via the secure Doximity messaging API. Any messages you send through the app are protected with a code to prevent outside parties from reading them.

3 What kind of safety measures / encryption are provided in the Amion App?

Highlights of the Amion App/Doximity's security and compliance components include:

- Unique user identification and verification
- User authentication to confirm the medical professional's identity
- SSL handshake protocol with 2048-bit RSA cryptosystem
- Secure inbox with end-to-end 256-bit AES digital encryption with CBC mode
- Audit control to protect users from security violations
- Backup of all network activity

4 If I lose my device, can anyone else access my messages?

No one else can access your Amion messages if you lose your device. The Amion mobile application for iOS and Android does not store PHI locally on mobile devices. Rather the data transmitted to mobile devices is erased from the device after access, while the version on Doximity servers remains encrypted at rest. In the event a user has a lost or stolen mobile device, the user or Amion support can deauthenticate the device remotely. In the event that you have a lost or stolen mobile device, you can deauthenticate the device or contact support@doximity.com.

5 Why do over 100,000 physicians use Amion?

The Amion app gives you access to your oncall schedule at the tip of your fingers. Adding secure texting to this app means that healthcare providers don't have to download another app to text.

For more information, [read Doximity's privacy policy](#).

Still have questions? [Contact our support team](#).