

All Lee Health Providers,

As you may have heard, we are ready to begin the deployment of the **Lee Health System-Wide Communication project**, to allow HIPAA compliant communication between providers regarding patient care. Your Medical Executive Committees have approved the distribution of all credentialed medical staff cell phone numbers in a secure program. Voalte, the program we have chosen, is a very powerful program capable of managing our system-wide communication needs.

**There are three primary phases to this project.**

- **Phase One: Provider to provider communication**
- **Phase Two: Secure texting from nursing to hospitalist physicians**
- **Phase Three: Inclusion of all providers who accept the programmatic parameters**

Phase One of the Voalte roll out allows all Lee Health credentialed providers to have access to each other's cell phone numbers and to securely communicate with each other. Recognize that even when a provider is "logged out" or "busy" he can still be called on his/her cell phone. If you choose to not install the Voalte app, you will not have access to the list of cell phone numbers, nor will you be able to securely text other providers. No HIPAA information is stored on the phone and any photos taken inside the program will not reside on the device. If you misplace your phone please contact the HELP desk and we will temporarily remove your Voalte ME access to further secure the data. Please use common cell phone courtesy when calling providers on this list.

To begin, we have loaded all credentialed provider's cell phone numbers into the Voalte program. In order for you to access these phone numbers, you must properly install the Voalte Me application onto your smartphone device, using a link embedded in an email from the Secure Communication Team. When opened from the e-mail **on your smartphone**, this link will identify the correct Voalte application and properly install the Lee Health settings. Once installed you will have access to ALL LEE HEALTH CREDENTIALLED PROVIDER'S CELLPHONE NUMBERS and the ability to securely text or call any other provider who has installed the application.

**For interested providers to gain access:**

1. **Please have your practice manager send a list of provider names plus an email address for each provider that can be accessed from their smartphone**
2. **When the list is received, our Secure Communication Team will activate an account for each of you**
3. **Our Team will then send a configuration email to their smart phone**

We will provide a two week window to allow you to download and install the Voalte application. After two weeks, if you have not installed the Voalte application, we will need to deactivate your account. If you miss the two week window, we can easily reactivate your account upon request.

Attached please find a brochure that explains some of the more complex features of the program. These details will apply to the texting functionality of the Voalte ME program.

Please direct questions to [Michele.hildebrand@leehealth.org](mailto:Michele.hildebrand@leehealth.org), the Voalte onsite implementation manager or [Tara.Coyle@leehealth.org](mailto:Tara.Coyle@leehealth.org), the Voalte application owner.

Thank you and as always please contact me with questions.

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VP & CMIO

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