

News from the **RESOURCE HUB**

Text messaging platform available to support communications with clinical research participants!

Phone.com as Texting Platform

As clinical research methods and standards strive to keep pace with the needs of our research participants, it is important to consider communication preferences. Text messaging with participants is an often desired method of communication and can bolster participant understanding and compliance with study activities.

UNC-CH has completed a security review and executed a Business Associate Agreement (BAA) with Phone.com to permit this service to be utilized for communication with research participants.

[Learn more about Phone.com](#)

Be sure to remember:

- Participants must provide informed consent, both to participating in the study and to receiving unencrypted communications, before the study team sends text messages
- It is not permitted to include any PHI in text messages
- Content of text messages should be limited, for example:
 - Appointment reminders
 - Requests to complete activities (e.g., surveys)
 - Reminders for participants to review an encrypted email or call the study team
- Use platforms such as Google voice and Doximity is not permitted for communication with research participants, as UNC-CH does not have a BAA with those vendors

Additional Important Links to Review

[Review FAQs from UNC OHRE related to unencrypted communications](#)

[Download the UNC IRB consent addendum template for unencrypted communications](#)

[CRSO FAQs on Phone.com](#)

