

**Script to address patient concerns regarding privacy of health information, in particular, immigration status and sharing this with ICE.**

You may have some questions about how your health information is protected when you:

- Enroll in Patient Gateway
- Use Patient Gateway
- Participate in a virtual visit (using Zoom through Patient Gateway)

Patient Gateway and Zoom within the Patient Gateway website are convenient and secure ways to manage your health and communicate with your care team. For this reason, we encourage that you only use Patient Gateway and Zoom within Patient Gateway to help keep your information secure.

Massachusetts General Hospital takes appropriate measures to protect your personal and health information electronically, following Health Insurance Portability and Accountability Act (HIPAA) guidelines.

We will not share your health information with anyone, except as permitted by the HIPAA Privacy Rule, without your permission. However, we may be required to share your information in certain circumstances. For example, we may need to share your health information with law enforcement if they present us with a valid warrant or other court orders.

If you have any questions or concerns about the privacy of your health information, please share them with our staff or call the **MGH Office of Patient Advocacy** by email: [MGHPatientAdvocacy@partners.org](mailto:MGHPatientAdvocacy@partners.org) or call 617-726-3370

**Resources:**

<https://www.nilc.org/issues/immigration-enforcement/healthcare-provider-and-patients-rights-imm-enf/>

<https://journalofethics.ama-assn.org/article/should-immigration-status-information-be-considered-protected-health-information/2019-01>

<https://www.aclu.org/other/faq-government-access-medical-records>

<https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2764651>