

## Using Secure Email

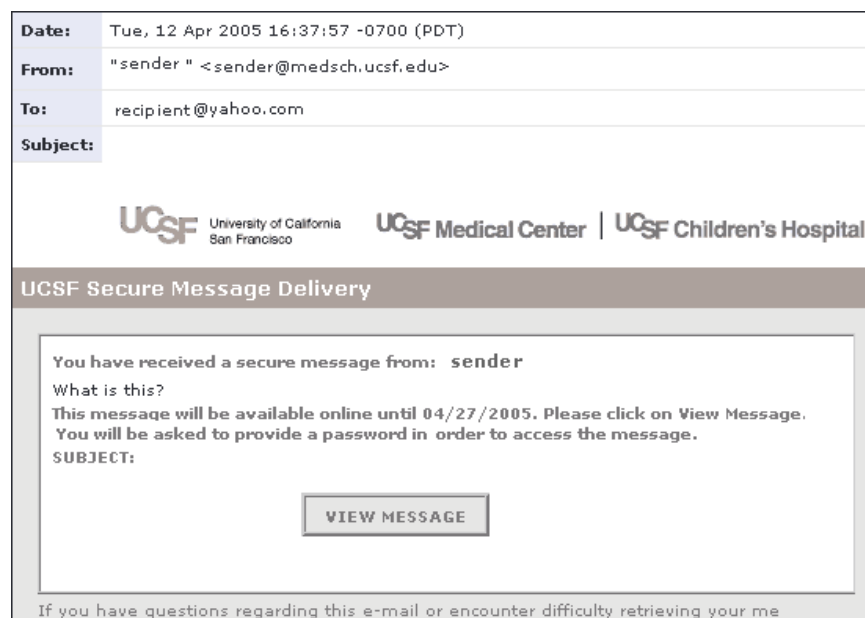
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HIPAA regulations stipulate that electronic communications containing Protected Health Information (PHI) be transmitted in a manner that protects the confidentiality of patient information. When you send, receive, or store any electronic document containing UCSF confidential or patient information, you are responsible for ensuring the information is processed securely.

To send PHI outside the Department of Surgery Exchange server, you must use the UCSF Secure Messenger service. PHI sent between Department of Surgery Exchange users is already secured and does not need to be processed by the UCSF Secure Messenger service.

### ***How Secure Email Works***

The UCSF Secure Email system transmits your outbound email message to the UCSF Secure Messenger website. When you send a secure email, Secure Messenger sends an email notification informing your recipient there is a secure email message for him or her at the UCSF Secure Messenger website. The notification includes a link to the UCSF Secure Messenger site.



The recipient retrieves your message from the Secure Messenger website via a secure link.

### **To Send a Secure Email**

It is easy to use the UCSF Secure Messenger service to send secure email:

- Type "**PHI:** ," "**ePHI:** ," or "**Secure:** " at the beginning of your Outlook email "Subject" line. Be sure to include the colon and the space after it.
- Continue typing your Subject line
- Compose and send the email as you normally do

For example, to send secure email regarding a patient's appointment, the Subject line could read:

- PHI: your appointment
- Secure: your appointment

**Source: Department of Surgery**  
Information Services

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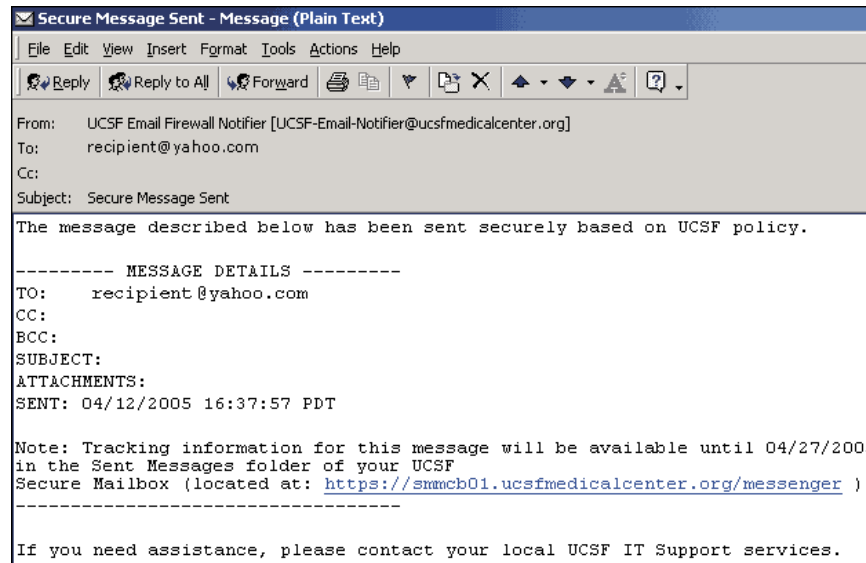
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- ePHI: your appointment

Your message is securely stored in an encrypted format until retrieved by your recipient.

### ***What to Expect as a Sender***

After sending your secure email, UCSF Secure Messenger sends you an email notification confirming delivery. See example below.



### ***What Recipients Should Expect***

When you send a secure email via UCSF Secure Messenger, your recipient receives UCSF-branded email containing notification that a secure message has been sent from you. The notification includes the subject line and a VIEW MESSAGE link.

Your recipient retrieves the secure email by clicking on VIEW MESSAGE. The link directs the recipient to the UCSF Secure Messenger website and opens the message. The message would look something like this:

**Source: Department of Surgery**  
Information Services

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UCSF University of California San Francisco UCSF Medical Center | UCSF Children's Hospital

UCSF Secure Mailbox SIGN OUT ? HELP

MESSAGES

- » Inbox
- Sent Items
- Search
- Compose

MY FOLDERS

- Manage Folders

ACCOUNT INFO

- Preferences
- Change Password

VIEW MESSAGE

SUBJECT: (No Subject)

FROM: sender@medsch.ucsf.edu

TO: recipient@yahoo.com

SENT: Tue 12 Apr 2005 16:37:57 PDT

EXPIRES: Wed 27 Apr 2005 16:37:57 PDT

Reply Reply to All Forward Delete Move to Folder... Move

UCSF staff, employees and students, please contact your local UCSF IT Support services if you need assistance. No

## Customer Support

Department of Surgery Exchange users who have questions about the service or are experiencing difficulty with secure email should contact User Support at (415) 514-2888 or [usersupport@surgery.ucsf.edu](mailto:usersupport@surgery.ucsf.edu).

## Sample Pre-Notification Message

Recipients outside UCSF may not be accustomed to receiving secure messages. We recommend you send recipients a pre-notification message prior to sending them a secure message. Do not include a trigger word in the subject line of your pre-notification. See below for a sample message:

*Subject: Secure Email from UC San Francisco*

*Dear \_\_\_\_\_,*

*To protect the confidentiality of any personal medical information contained in future electronic mail, I will send future emails that contain "protected health information" (PHI) through the new UCSF Secure Messenger system.*

*Here is how the UCSF Secure Messenger system works:*

*When I send you an email that contains PHI, you will receive a secure email notification from me.*

*The secure email notification will contain a "VIEW MESSAGE" link, as well as information about the subject and the length of time the message will be available for you to read.*

*To read my message, simply click on the 'VIEW MESSAGE' link, which will take you directly to the UCSF Secure Messenger website.*

*After reading my message, you will be able to send a secure reply back to me.*

*Thank you.*

**Source: Department of Surgery**  
Information Services