UC DAVIS HEALTH | E-Mail Use for UCDH Personnel (Employees, Faculty, Staff, Volunteers, and Students)

I. SETTING

UC Davis Health

II. PURPOSE

This policy mandates the use of **only** the UC Davis Health (UCDH) official e-mail account for all business-related activities and provides alternative methods for sending secure information.

III. DEFINITIONS

A. Personal Information (PI) - any information that is maintained by UCDH that identifies or describes an individual, including, but not limited to, the individual's name, Social Security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. It includes statements made by, or attributed to, the individual.

B. Protected Health Information (PHI) - individually identifiable medical information, whether in electronic or paper format, that is created or received by UCDH and relates to the past, present or future physical or mental health or condition of an individual, the provision of health care to an individual, or the past, present or future payment for health care provided to an individual.

IV. POLICY

A. UCDH Email Accounts

All UCDH personnel (faculty, students, staff, contractors, and volunteers) must use the official UCDH e-mail (currently Microsoft Outlook) for all work-related activities associated with business. Individuals shall not auto-forward their account to any other non-UC Davis e-mail account (e.g., Gmail, Yahoo, Hotmail, etc.)

B. Encryption

Emails sent to UCDH recipients are secure, protected and meet UC Electronic Communications Policy requirements . To send PHI or PI in an email securely and encrypted to external recipients, include the following anywhere in either the subject line or body of the message: #secure#. This process will hold the message for the external recipient in an encrypted, secure system and send a proxy message with a link. The proxy message will direct the external recipient to create a secure account on the encryption system or use a one-time passcode to retrieve the message. Once the account is created and the recipient confirms access, then the message can be retrieved only by the validated recipient. All replies and forwards of the encrypted message thread will be secured as well.

C. Alternative Methods of Sending Secured Messaging and Files
UCDH personnel are strongly encouraged to use the following secure electronic communication methods:

    1. Secure Communication with Patients

       MyChart, the patient Personal Health Record (PHR), should be used when communicating with patients. For more details go to http://www.ucdmc.ucdavis.edu/medicalcenter/features/20100624_MyChart.html.

    2. Communication with Community Physicians

       Physician Connect should be used to share information about a patient with community physicians and their staff. This is a web based, view only module in Epic that allows users to view the UC Davis Medical Center (UCDMC) Electronic Medical Records of specified patients. This access method is encrypted and fully secured. Clinicians can request access to PhysicianConnect at http://www.ucdmc.ucdavis.edu/referrals/.

    3. Sharing Files with People or Organizations External to UCDH

       Microsoft OneDrive must be used for large attachments that cannot be sent via email. The OneDrive system is secure, and recipients are sent an invitation when files are shared. This option can be used when sharing files with business partners or external entities. This option is accessed via Outlook Web Applications (OWA).

       To request assistance with using OneDrive please contact the Technology Operations Center (TOC) at 734-HELP (4357) or https://ucdh.service-now.com/itss.

D. For questions or concerns relating to file transfer options, contact the Technology Operations Center.

    The TOC can be accessed by:

    Phone: (916) 734-HELP
    Email: hs-iscs@ucdavis.edu
    Online: https://ucdh.service-now.com/itss

V. REFERENCES

Civil Code section 56.101

45 CFR Parts 160, 162, and 164 (HIPAA Security Rule)

Related Policies

UCDH Administrative Policy 2442: Email Communication that Contains PI/PHI.

UC Davis PPM 310-23

UC Electronic Communications Policy

VI.   REVIEWED BY

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