

SENDING PERSONAL HEALTH INFORMATION VIA EMAIL — QUICK TIPS

Necessity

Prior to sending an email containing personal health information, consider whether another, more secure method is available.

Written Policies and Procedures

Policies surrounding sending and receiving personal health information via email should be developed, along with initial and ongoing privacy and security training.

Limits

Limit the amount of personal health information to only what is necessary and ensure that it is sent as an encrypted email. Ensure that no personal health information is in the subject line of the email and only the essential information is in the body of the email.

Security

Send personal health information in a locked (e.g. .pdf) format. Communicate the password to the recipient using a separate method. Avoid using a web-based email account to send the email.

Verification

Verify the email address. Turn off autocomplete/autofill options. Use read/received/delivery receipts. Add a disclaimer to your signature.

Maintain copies

Copies of the email and attachments should be maintained in the client file.

