



Email can be a vitally important way to communicate information about our patients, but mistakes and poor practices can put patient privacy at risk! We must take steps to protect the privacy of our patients' health information when communicating by email.

Check out the email and **guidelines** below.

### How **NOT** to send an email...

**To...** johndoe@personalemail.com

**Cc...** Employee1; employee2; employee3; employee4; employee5

**Subject** Proningextra Shaw DOB 01/01/58 – Cancer Diagnosis

Hi all,

The patient below has a question regarding her diagnosis. Please call me to discuss.

Auto-complete error! This email is supposed to go to Joseph Doe, not John. John isn't even a UConn Health employee! Double-check the **"To"** field to confirm the address is correct.

Do all of these people need to be included? Make sure recipients have a need to know the information.

Our patients' protected health information (PHI) should never be included in the subject line of an email. Also, emails containing PHI MUST include **[Secure]** in the subject line or the body of the email.

The screenshot includes information belonging to five other patients! This additional patient information is **NOT** necessary for the purpose of this communication.

Patient	Telem Status	Admission Info
Shaw, Proningextra 63 y.o. / F	—	4416/4416-P 135 Dowling Way, Farmington None
Shaw, Proningnine 60 y.o. / F	—	4401/4401-P 4401-P Bacteremia
Shaw, Proningninet 55 y.o. / M	—	4418/4418-P Hear...
Shaw, Proningone 60 y.o. / F	—	4411/4411-P 4411-P S...
Shaw, Proningonetwenty 57 y.o. / M	—	—
Shaw, Proningtwo 52 y.o. / F	—	—

### Protect patient privacy!

Double-check your emails before sending them!

If you have questions, need guidance, or need to report a privacy concern, contact:

The Office of Healthcare Compliance and Privacy

 860.679.7226

 [privacyoffice@uchc.edu](mailto:privacyoffice@uchc.edu)

 [health.uconn.edu/healthcare-compliance-privacy](http://health.uconn.edu/healthcare-compliance-privacy)