Guidelines for Emailing Patient Information

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...

<table>
<thead>
<tr>
<th>To</th>
<th><a href="mailto:johndoe@personalemail.com">johndoe@personalemail.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cc</td>
<td>Employee1; employee2; employee3; employee4; employee5</td>
</tr>
<tr>
<td>Subject</td>
<td>Proningextra Shaw DOB 01/01/58 – Cancer Diagnosis</td>
</tr>
</tbody>
</table>

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.

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
health.uconn.edu/healthcare-compliance-privacy