

<b>SUBJECT</b> Email Use	<b>CHAPTER</b> 03	<b>SECTION</b> 01	<b>SUBJECT</b> 07
<b>CHAPTER</b> Information Management		<b>SECTION</b> Technology	
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**I. APPLICATION:**

- PIHP Board
- PIHP Staff
- CMH Providers
- CMH Subcontractors
- SUD Providers

**II. POLICY STATEMENT:**

It shall be the policy of the Region 10 PIHP to ensure that staff shall use email in an appropriate manner for the purpose of making communications more effective and efficient.

**III. DEFINITIONS:**

Electronic Mail (email): An automated system, provided as part of the Information System, which allows messages to be sent between users.

Electronic Protected Healthcare Information (ePHI): Any individually identifiable health information stored on hard drives, laptops, and memory sticks; contained in e-mail; or transmitted from or to the PIHP.

**IV. STANDARDS:**

- A. Email is a primary and essential form of communication. Directives and information sent via email, voice mail, and paper are to be considered the same in terms of obligations to acknowledge and respond.
- B. Use of email, including attachments must conform to all applicable PIHP policies and procedures including confidentiality and ePHI.
- C. Email users will only use their own email account, not sharing email or using email accounts assigned to other staff.
- D. All email messages sent or received on the email system are the property of the agency that owns the email system. Email messages and traffic may be monitored and examined.
- E. Email users may not use email to send any information that is considered protected healthcare information.
- F. CMH/SUD providers and subcontractors must have policies and procedures regarding standards for email, including but not limited to those items listed above.

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G. PIHP Information Technology staff shall provide an email system for use by PIHP staff.

V. PROCEDURES: N/A

VI. EXHIBITS: N/A