SUBJECT		CHAPTER	SECTION	SUBJECT
Email and Instant Messaging Use		03	01	07
CHAPTER Information Management		**SECTION** Technology		
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I. APPLICATION:

☐ PIHP Board   ☒ CMH Providers   ☒ SUD Providers
☒ PIHP Staff   ☒ CMH Subcontractors

II. POLICY STATEMENT:

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

III. DEFINITIONS:

Electronic Mail (email): An automated communication system (e.g. Microsoft Outlook/Exchange, Microsoft Outlook Web Access, etc.) that may be computer-, server- or cloud-based, provided as part of the Information System, which allows written electronic mail messages of any length and attachments 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.

Instant Messaging (IM): An automated communication system (e.g. Microsoft Skype for Business, Microsoft Teams, Apple Facetime or Messages, mobile phone messaging, etc.) provided as part of the computer-, server- or cloud-based Information System or via mobile technologies (e.g. mobile phones, tablets, laptops, etc.), which allows short messages to be sent between users instantaneously.

IV. STANDARDS:

A. Email is a primary and essential form of communication. Directives and information sent via email, IM, voice mail, and paper are to be considered the same in terms of obligations to acknowledge and respond.
B. Use of email and IM, including attachments must conform to all applicable PIHP policies and procedures including confidentiality and ePHI.
C. Email and IM users will only use their own accounts, not sharing using 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.   IM messages that pertain to PIHP-related operations are the property of the agency regardless of device ownership. (Note: Personally-owned devices must be pre-approved for use regarding agency data and communication per the Region 10 Acceptable Use of IT Resources Agreement.)

F.   Users may not use unsecured email or unsecured IM to send any information that is considered protected healthcare information. (Note: While Region 10 encrypts email communication to other organizations using current versions of Microsoft Exchange or Exchange Online, it should not be presumed to be secured, requiring other forms of encryption for email communication should be used when in doubt).

G.   CMH/SUD providers and subcontractors must have policies and procedures regarding standards for email, including but not limited to those items listed above.

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

V.   <u>PROCEDURES:</u> N/A

VI.   <u>EXHIBITS:</u> N/A