

ELECTRONIC MAIL (E-MAIL)

Regional West Health Services Information Systems Department will provide user accounts for proper usage of electronic mail (E-mail), and telecommunications systems. The e-mail system generally must be used for academic or business activities consistent with the Program and hospital policies and procedures. Incidental personal use is permissible so long as: (a) it does not consume more than a trivial amount of resources, (b) does not interfere with worker productivity, and (c) does not preempt any Program or business activity. Students are reminded that the use of corporate resources, including e-mail, should never create either the appearance or the reality of inappropriate use. All people having access to computing or telecommunications resources at Regional West have the responsibility to adhere to retention, security and storage policies set forth below and use these resources in an efficient, effective, ethical, professional and lawful manner.

Responsibility: All Regional West Health Services Employees and Students

Standard: Information Management

Information Systems provides a safe and secure computing environment with levels of access and confidentiality. However, Regional West has the right to access, audit and review any data stored on any of its computer systems. In addition, Regional West has the obligation to define a proper retention policy around storage of this information and will purge aged data in accordance with the guidelines set forth within this policy. Appropriate data storage and retention policies ensure the integrity and proper performance of the systems utilized in the delivery of these services. Therefore, no correspondence will be retained within the Regional West Health Services e-mail services in any associated system folders for longer than a maximum of 18 months (longer if required by operational needs or litigation holds). Information Systems will establish timeframe limitations for e-mail accounts tailored to specific work groups, taking into consideration the unique needs associated with departmental work assignments and processes. Information Systems will run manual and/or automated processes to ensure that data older than 18 months will be purged and will not be retained within the e-mail computing system.

As with all corporate resources, electronic media within Regional West including e-mail, is subject to audit and review and may be retained for use in civil and criminal investigations where it is determined by proper authority to be an abuse of user account privileges, or otherwise unethical, unprofessional, or unlawful.

Access will be granted to appropriate supervisory staff under proper written authority in order to access information within e-mail or voice mail accounts for needed business information.

Information Systems will establish e-mail send and receive size limits and user file size limitations for e-mail accounts as appropriate to specific work groups, taking into consideration file size needs associated with departmental work assignments and processes. Information Systems will also establish if any such services are to be contracted in the scope of tenant use of the campus network and telecommunications services, and will establish file size limitations and associated fees for such service offerings. Any variance from this service provision must be documented in written form and authorized by the Chief Information Officer (CIO).

E-mail send and receive size limitations are used to conserve organizational bandwidth and e-mail server CPU resources. Departments or individuals requiring the regular delivery of extremely large email attachments (above 10meg) will be authorized on a case-by-case basis by the exchange administrator, Director of Information System or the VP/CIO.

E-mail account file size limitations are implemented to conserve scarce network storage, which is then made available for clinical applications and data. Regional West users are grouped into the following categories for folder size controls:

<u>GROUP NAME</u>	<u>MEMBERS</u>	<u>EMAIL ACCOUNT SIZE LIMIT</u>
Executive	CEO, CFO, CIO, Corp. Counsel	Unlimited
Administration	VP's, Directors, Physicians	2 GB
Heavy	Marketing, Radiology, HR, HIM	2 GB
Medium	Clinicians, Patient Access	1 GB

E-mail users approaching 80 percent (80%) of their file allocation will be sent a system-generated reminder to reduce their file size by deleting old e-mails or moving large attachments to their personal folder. Users who reach 100 percent (100%) of their file allocation will not be allowed to send e-mail until they reduce their file size to less than 80 percent (80%).

Users are encouraged to adopt the following best practices to reduce the size of their e-mail accounts:

1. Save important e-mail attachments to one's "My Documents" folder, and then delete the e-mail.
2. Use plain background on e-mails . Decorative e-mail wallpapers or signatures that contain images use up valuable space.
3. Students should empty *deleted items* folder daily and *sent items* folder once per week.

Following these guidelines will keep one's e-mail account under the prescribed limits and ensure the future health and availability of our network.

The following policies apply to all users of Regional West Health Services computing and telecommunication resources and services, wherever the user is located.

1. Users must comply with all software licenses, copyrights and all other state and federal laws governing intellectual property.
2. Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, or other unlawful material may not be sent by e-mail or other form of electronic communication or displayed on or stored in Regional West Health Services' computers. Users encountering or receiving such material should immediately report the incident to their supervisor or to Information Systems Help Desk.
3. Users should use the same care in drafting e-mail and other electronic documents as they would for any other written communication. Anything created on the computer may, and likely will, be reviewed by others.
4. Regional West Health Services' e-mail system may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses or self-replicating code), pornographic material, or any other unauthorized material.
5. Due to the unsecured environment of the Internet, e-mail will not be used for sending confidential patient information to any external e-mail address without data encryption. Confidential information includes all protected health information, including but not limited to, name, address, account number, social security number, age, etc. To ensure e-mail is encrypted simply type <secure> or <encrypt> in the subject line (important to include carets < >).
6. All e-mail sent from Regional West should include a confidentiality notice as shown below:

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review; use, disclosure or distribution is prohibited. If one is not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

7. Users are responsible for safeguarding their e-mail passwords. These passwords should not be shared or used by others. Passwords should not be printed, stored on-line, (unless within an encrypted product), or written and kept in a visible area. Users are responsible for all transactions made using their password and user ID.
8. All users will comply with above policies and sign a Confidentiality Agreement to receive an e-mail account.
9. Any other exemption to this policy that is not already listed must be approved by both Regional West Health Services Chief Executive Officer and Chief Information Officer.

Violation of this policy may result in revocation of access rights to the computer systems, disciplinary action, including possible termination and/or legal action.

Reference: Electronic Communications Privacy Act U.S. Code Sections 2501 et. seq. and 2701 et. seq.

Signature
Stephanie Cannon, MSRS, RT(R)(ARRT)
Program Director

Signature
Joshua Lively, MHA, BSRT(R), RT (R)(VI)(ARRT)
Director of Imaging Services

Reference: RWHS Policy #103.0.15

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