



GUIDELINE: EMAILING PERSONAL HEALTH INFORMATION

As a rule, identifiable personal health information (PHI) should not be emailed; however, if you believe that emailing the information is the **only** reasonable method of communication or the **only** way to send the information, consider the following:

BEFORE Emailing:

1. Take into account how urgently the recipient needs the PHI
2. Be sure you are sending the PHI to the minimum number of people who need to know the information.
3. Double-check recipient address(es) in the "To" fields before you send the email.
4. Where personal health information is being sent in the body of an email, only disclose the minimum amount of information required by the recipient and that all personal identifiers are removed (e.g. Mr. Alan Smith could be Mr. S or AS)
5. Encrypt where possible and at minimum password protect any attachments containing personal health information. Passwords should be communicated by phone.
6. Where possible, confirm delivery of the email with a delivery receipt or follow-up phone call.

EMAIL BEST PRACTICE:

NEVER e-mail identifiable health information to a health care provider's personal e-mail account (E. g. Yahoo, Google, iCloud)

NEVER forward your work email to a personal email account (E.g. Yahoo, Google, iCloud)

NEVER Use e-mail distribution lists to e-mail PHI

NEVER e-mail personal health information outside of the Winnipeg Regional Health Authority network unless it is to WRHA's TLS partners. Below are the notable domain names considered 'secure':

Winnipeg Health Region	@manitoba-ehealth.ca @concordiahospital.mb.ca @deerlodge.mb.ca @dsmanitoba.ca @ggh.mb.ca @matc.ca @panamclinic.com	@sbgh.mb.ca @sogh.mb.ca @vgh.mb.ca @wrha.mb.ca @misericordia.mb.ca @hsc.mb.ca @churhillrha.mb.ca
CancerCare Manitoba	@cancercares.mb.ca	
Prairie Mountain Health Region	@pmh-mb.ca	
Interlake Eastern Regional Health Authority	@ierha.ca	
Southern Regional Health Authority	@southernhealth.ca	
Northern Regional Health Authority	@nrha.ca	
Provincial Government Departments	@gov.mb.ca	
University of Manitoba	@ad.umanitoba.ca @umanitoba.ca @chimb.ca @med.umanitoba.ca @mich.ca	@cc.umanitoba.ca @cs.umanitoba.ca @ms.umanitoba.ca @physics.umanitoba.ca @adlab.cctest.umanitoba.ca

* The list above is subject to expansion. If you have questions about a domain name not represented above, you may contact the WRHA CPO for verification

NEVER use e-mail to communicate with patients or clients – where a patient or client cannot be reached by another method, check first with the site Privacy Officer or the WRHA Chief Privacy officer as to the appropriate protocols to do so.

When personal health information is mistakenly emailed to the wrong site or person (recipient) you MUST notify your supervisor, manager or site Privacy Officer immediately to report the breach!