

# Email Encryption for Electronic Messaging



Hospice of the Western Reserve has implemented email encryption to protect the transmission of confidential information. Paid and Volunteer staff members are to use Hospice of the Western Reserve provided encryption services to securely communicate with people outside the agency. This will not affect sending normal electronic messages that do not contain confidential information.

## What is Confidential Information?

Confidential information is anything that contains personal information, HIPAA protected information, or sensitive agency information. This includes patient or employee names, social security numbers, and credit card numbers. As a rule of thumb, if you are sending information that you would not feel safe giving to a stranger, then the email should be encrypted.

## What is Electronic Messaging?

Electronic messaging constitutes any form of digital communication. For example emails, video, audio, text messages, chats, and instant messages all qualify as electronic messaging.

## Why Encryption is Necessary?

Many electronic messages, including email, are sent across the internet in plain text. These messages can potentially be seen by someone other than the intended recipient. This other person can use information in the email for malicious purposes such as identity theft.

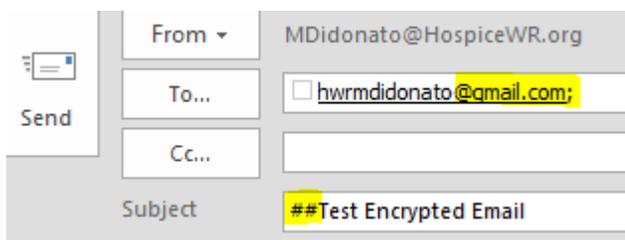
## What Encryption Services does Hospice of the Western Reserve Provide?

Currently Hospice of the Western Reserve only provides encryption for email. Other forms of messaging are not secured. Text messages and other unsecured communication should never contain any form of patient or other confidential information.

## How to use email encryption:

### Sending and Receiving Encrypted Email

1. When sending PHI to somebody out of the organization, the sender needs to put two ## somewhere in the subject line of the email.



2. The email recipient will receive the encrypted email and will need to follow the instructions to open it.

## ##Test Encrypted Email Inbox x



**DiDonato, Michael** <MDidonato@hospicewr.org>

to me ▾

Encrypted message from Hospice of the Western Reserve secure messaging system

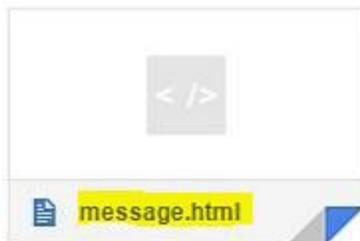
**To view your message**

**Save and open the attachment (message.html), and follow the instructions.**

Sign in using the following email address: [hwrmdidonato@gmail.com](mailto:hwrmdidonato@gmail.com)

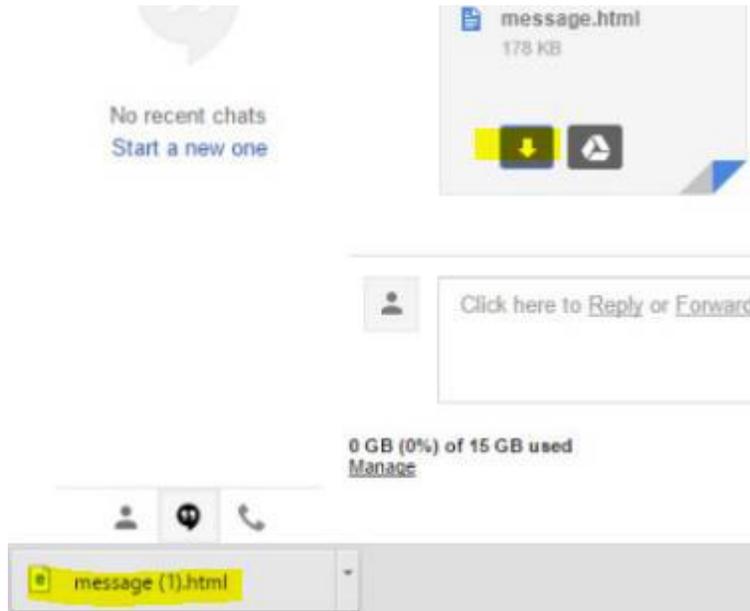
This message is confidential for the use of the addressee only. If you need assistance viewing the message, email [tsupport@hospicewr.org](mailto:tsupport@hospicewr.org) or call [216-383-5271](tel:216-383-5271).

 Message encryption by Microsoft Office 365

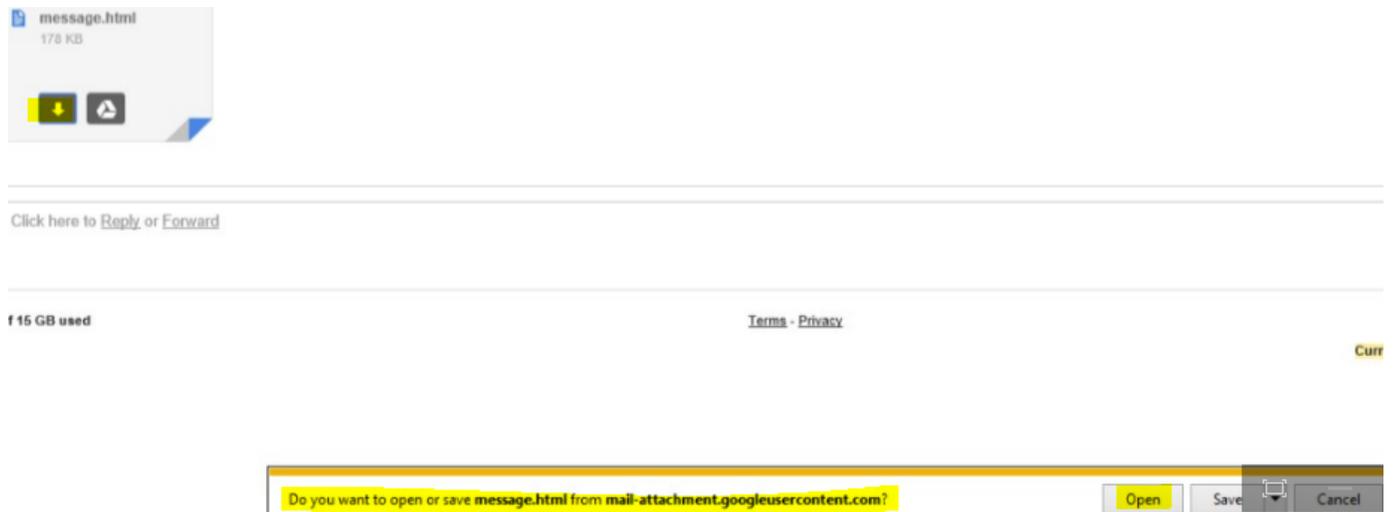


3. Click on the message.html to download the attachment. Depending on what browser you are using, click on the file or select Open to view the attachment in a new browser window.

### Using Chrome browser



### Using Internet Explorer browser



4. They can send a one-time passcode to your email or sign in with a Microsoft account to view the message.

## Encrypted message

From  
MDidonato@HospiceWR.org

To  
hwrmdidonato@gmail.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

5. If they choose a one-time passcode, they will be sent a separate email with the Passcode.

We sent a passcode to [hwrmdidonato@gmail.com](mailto:hwrmdidonato@gmail.com).

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

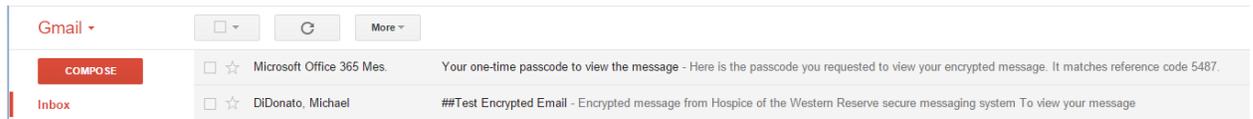
Reference code: 5487

Passcode

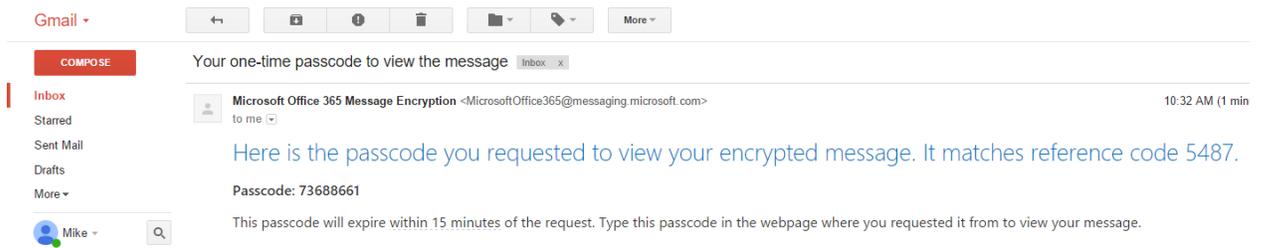
This is a private computer. Keep me signed in for 12 hours.

 Continue

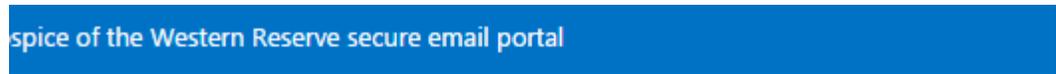
**6. The email will be called “Your one-time passcode to view the message”**



**7. The user will type the Passcode from the email into the Passcode field on the webpage and click continue to open the message.**



**8. The user can now read the message**



##Test Encrypted Email



DiDonato, Michael <MDidonato@HospiceWR.org>

To: hwrmdidonato@gmail.com;

Test text PHI information