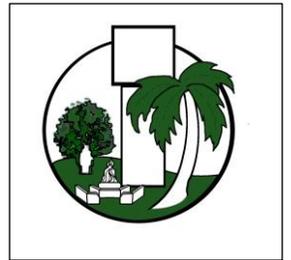


Theodore Medical

Email Policy



Introduction:

Theodore Medical provides email to all authorised employees. Email is a business tool to communicate other organisations and suppliers, to streamline internal communications and reduce unnecessary paperwork. The email system is intended primarily for supporting the care of our patients. This email policy outlines the acceptable use of the business email for Theodore Medical

Email Ownership and Privacy

All communications and information transmitted, received, or archived in Theodore Medical's computer system belongs to the company. Management has the right to access and disclose all employee email messages transmitted or received via the organisation's computer system. Theodore Medical may exercise its legal right to monitor employees' email activity. Regarding email, employees should have no expectation of privacy. Be aware management may access and monitor email at any time, for any reason, with or without prior notice.

Email Usage Guidelines

Exercise sound judgment and common sense when sending email messages. Patient messages should be carefully guarded and protected, like any other written materials and should be copied and pasted in MD. You must also abide by copyright laws, ethics rules and other applicable laws. Exercise caution when sending blind carbon copies (BCC) and carbon copies (CC) to ensure you don't violate addressees' privacy by inadvertently sharing email address information.

Email usage must conform to Theodore Medical's harassment and discrimination policies. Messages containing defamatory, obscene, menacing, threatening, offensive, harassing, or otherwise objectionable and/or inappropriate statements and/or messages that disclose personal information without authorisation will not be tolerated. If you receive this type of prohibited, unsolicited message, do not forward it. Notify Natalie Dunk Andrews (Practice Manager) or Dr Bruce Chater. Handle the message as instructed by management.

Email scams and cyber threats are real. If you receive an unknown email - take your time and think. Does it pass the SLAM test?

- S - sender - is it from a weird email address
- L - links (are there any)?
- A - attachments
- M - Message - is it weird or too good to be true?

If in doubt, never open attachment or click on link.

Email messages should be treated as formal business documents. E-mail creates a permanent and documented communication and must not be treated casually.

Employees are asked not to send jokes, rumours, gossip, or unsubstantiated opinions via email. These communications, which often contain objectionable material, are easily misconstrued when communicated electronically.

Send email messages and copies only to those with a legitimate need to read your message. Chain messages, jokes and large graphics should be deleted, not forwarded, as they can overload the system. Use Reply All, only when you need to reply to everyone on the email thread. Sending reply email with just the word "Thanks" or "Thank You", especially to an entire group (Reply All) is courteous but usually not necessary.

Email Retention and Backup

All emails pertaining to the running of Theodore Medical and patients must be retained. Please do not delete emails that hold important information needed for follow-up. These may also be needed for legal, compliance, operational or historical reasons

If wanting to clear inbox, please save into named folders.

Personal Use of Theodore Medical Email

Theodore Medical's email is reserved primarily for business use. All users should consider this in their decision to use the Practice's email services for personal purposes.

Employees may use the email service for incidental/high priority personal reasons with the following guidelines:

1. Communication with non-business contacts is permitted but should be minimised during business hours.

Employees also are free to correspond during the lunch hour and other break times. Personal email should not interfere with the email user's employment or other obligations and responsibilities to the firm.

1. Personal email communication that exceeds the limits outlined above is prohibited unless justified by family emergency or otherwise specifically authorised by Practice Manager. Personal email should not directly or indirectly interfere with Theodore Medical's operation of computing facilities or electronic mail services or burden the firm with noticeable additional cost.
2. The use of Theodore Medical's email system to solicit for any purpose, campaign for a political candidate, espouse political views, promote a religious cause, and/or advertise the sale of merchandise is strictly prohibited.
3. Personal Email usage must also conform to Theodore Medical's harassment and discrimination policies.
4. Theodore Medical email should be used to sign up for online training or when creating accounts or downloading information that requires an email address AND is company or business related.
5. Theodore Medical email address should not be used to subscribe to retail sites.

Security

Security is difficult if not impossible to achieve in the electronic age. Confidential or personal information should never be sent via email understanding it can be intercepted. This includes the transmission of client information, Social Security numbers, employee health records, proprietary data and trade secrets, or other confidential material.

When sending sensitive material (or any message, for that matter), employees should use extreme caution to ensure the intended recipient's email address is correct. Email is not secure, if you have secure information that needs to be transmitted, see IT for alternate ways to secure your communications.

Be careful when opening email with attachments. Whilst Theodore Medical has email SPAM and virus filtering, there is a possibility a malicious link or new exploit can bypass our system. Remember: SLAM. If you receive strange messages or unexpected email from someone, use caution and common sense before opening.

When in doubt, contact the sender to verify the email is legitimate and safe. If you accidentally open an unknown file or click on an unsafe link, pull the blue cord out of the computer, turn the computer off and notify Practice Manager or Bruce Chater or OzDoc as soon as possible and they can determine if it was safe.

At this stage Theodore Medical has decided against automated responses from all Theodore Medical email addresses to minimise phishing - that is - if an unsolicited email is sent to a Theodore Medical address that has an automated response the automated response will alert the phishing email that this is a active email address.

Receiving Emails

- Answer emails as soon as possible ensuring you have the correct information.
- More complex emails may require research and collaboration before sending so advise patient that a more detailed email/answer is to follow
- Please forward any emails to the team member who will be managing the request.
- when covering in reception please flag the emails as done by either using the green tick or use the colour assigned to you.
- Emails received via the website have an automated response to patients stating their enquiry will answered in 2 to 5 business days
- If your email address is in the top bar this email is for you to read and action
- If your email address is in the cc line - this email is not for your action, only FYI

Sending emails

- Put an accurate title on the subject line - be specific
- Ensure information is correct - suggest copying into patient chart for context and record of communication
- check the email address you are emailing to is correct - be particularly careful if using a drop down box of past email addresses.
- Ensure you have your signature at end of email identifying yourself and your position
- Ensure there is a disclaimer as part of your email signature

Secure method - encryption

Theodore Medical uses Medical Objects and Heath Links to transfer patient information to other health care providers such as specialists. These emails are encrypted.

Communication with patients via electronic means (e.g. email) is conducted with appropriate regard to the privacy and confidentiality of the patient's health information.

The [GPCG Computer Security Self Assessment Guide and Checklist for General Practitioners](#) provides information and explanations on the safeguards and procedures that need to be followed by general practices in order to meet appropriate legal and ethical standards concerning privacy and security of patient health information.

Email Disclaimer

Our practice uses the following confidentiality and privilege notice on outgoing emails that are affiliated with the practice: eg

Anne Chater

Dip T, B.Ed, Dip Practice Management, CPM, FAAPM, AV

Footbrook Pty Ltd ABN 54 459 023 293

Operations Manager Theodore Medical

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Mobile 0407 156 752

Please note: We do not accept zip files.

Theodore Medical – thorough and thoughtful

Theodore Medical acknowledges the traditional Custodians of the land on which we work and live and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to elders both past and present.

This e-mail, any attachments and the information contained therein ("this message") are confidential and intended solely for the use of the addressee(s). If you have received this message in error please send it back to the sender and delete it. Unauthorised publication, use, dissemination or disclosure of this message, either in whole or in part is strictly prohibited.

Ozdoc has configured software so that the confidentiality and privilege notice is automatically added to each outgoing email.

As all health information is sensitive, all communication of health information via electronic means (email), must adequately protect the patient's privacy.

Theodore Medical takes reasonable steps to advise patients requesting information be sent to them via email, that there may be a risk that it could be read by someone other than the intended recipient.