

Quick-start reference for Southwest Secure E-mail

What is Southwest's Secure E-mail?

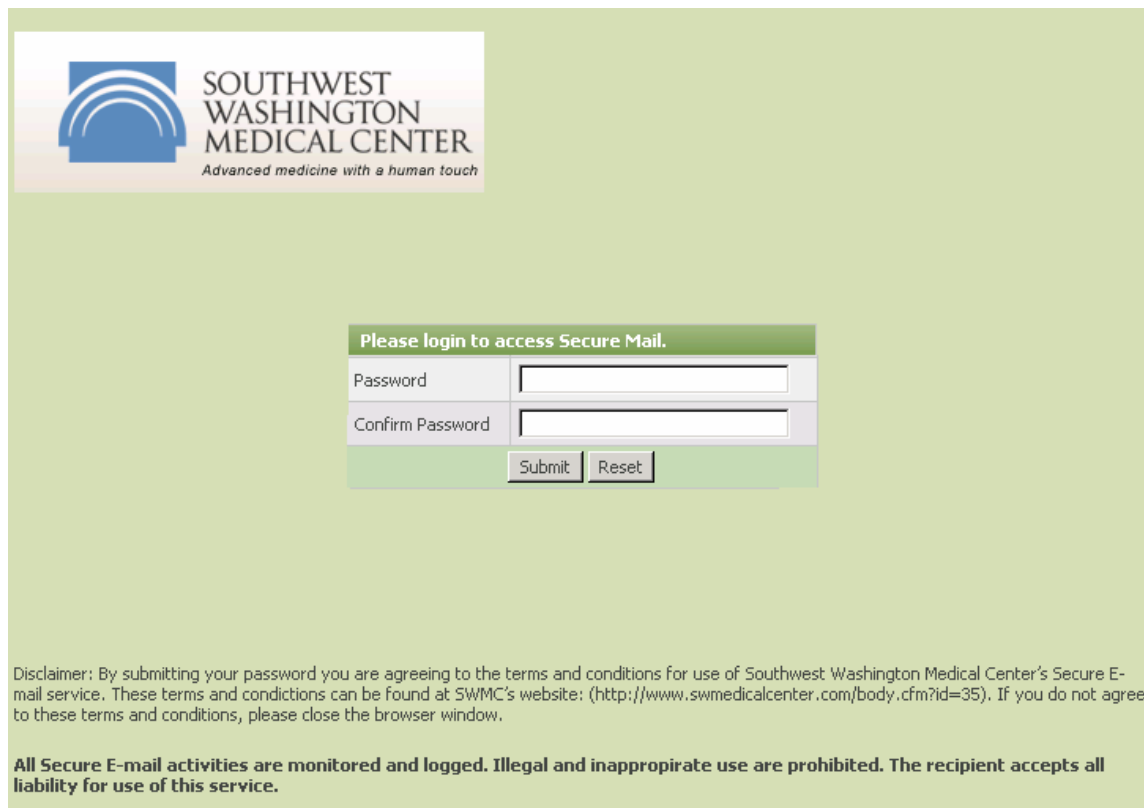
Southwest Secure E-mail is an 'outbound' secure messaging feature added onto Southwest's Microsoft Exchange e-mail service. This feature allows all health care providers and workforce members to securely communicate with patients, partners, government agencies, or anyone with whom we need to secure our e-mail communications.

Additionally, **all replies** to these secured, and fully encrypted, outbound e-mails will also be encrypted.

Attachments are also encrypted. Reply messages can change or add attachments, which are also encrypted.

First time recipient password use

Recipients, those who receive Southwest Secure E-mail messages, are presented with a self-service password dialogue box the first time they receive a Southwest Secure E-mail delivery notification.



Please login to access Secure Mail.

Password

Confirm Password

Disclaimer: By submitting your password you are agreeing to the terms and conditions for use of Southwest Washington Medical Center's Secure E-mail service. These terms and conditions can be found at SWMC's website: (<http://www.swmedicalcenter.com/body.cfm?id=35>). If you do not agree to these terms and conditions, please close the browser window.

All Secure E-mail activities are monitored and logged. Illegal and inappropriate use are prohibited. The recipient accepts all liability for use of this service.

First time use Southwest Secure E-mail login screen

Recipients may choose their own passwords. Passwords should be at least six characters in length and contain at least one numeral.

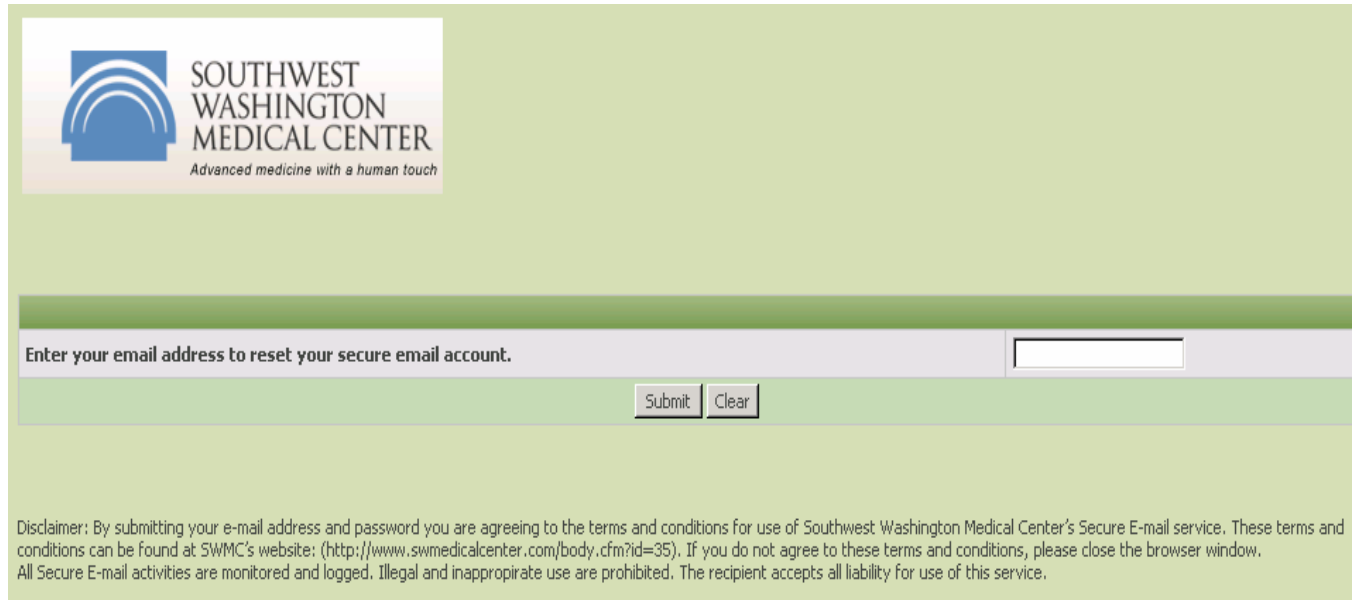
The password does not expire, but may be changed at any time by the recipient.

By entering a self-selected password, twice, and selecting the "Submit" icon, the recipient can now unlock all Southwest Secure E-mail messages sent to their personal e-mail Inbox.

Forgot password?

A recipient can reset their password by following the "Forgot Your Password" link within the original Southwest Secure E-mail notification. The link is at the bottom of every Southwest Secure E-mail notification: "Click on the link below if you have forgotten your password."

The recipient will receive a notice, like the following, and will be prompted to enter their email address.



Enter your email address to reset your secure email account.

Submit Clear

Disclaimer: By submitting your e-mail address and password you are agreeing to the terms and conditions for use of Southwest Washington Medical Center's Secure E-mail service. These terms and conditions can be found at SWMC's website: (<http://www.swmedicalcenter.com/body.cfm?id=35>). If you do not agree to these terms and conditions, please close the browser window. All Secure E-mail activities are monitored and logged. Illegal and inappropriate use are prohibited. The recipient accepts all liability for use of this service.

Southwest Secure E-mail password reset screen

The recipient will receive an e-mail notification that their password has been reset.

Mail Notification

-----Original Message-----

From: "Southwest Secure E-mail" [mailto:"Southwest Secure E-mail"]
Sent: Friday, August 24, 2007 09:04
To: Undisclosed Recipient Name
Subject: Request to reset your Southwest Secure E-mail

Your request to reset the password has been processed on (date). You will be prompted to set your new password the next time you attempt to view a Southwest Secure E-mail message.

Recipient's Password Reset Notification

The recipient can now return to the Southwest Secure E-mail message notification to access the secure messages. The recipient will be presented with the same first time use dialogue box.

How do I retrieve a Southwest Secure E-mail?

To retrieve Southwest Secure E-mail, someone from inside Southwest must send you a secured (encrypted) e-mail message.

Note: A recipient outside of Southwest cannot initiate a Southwest Secure E-mail. The secure message must start within Southwest. A recipient can REPLY any number of times to a secure message received from Southwest.

The secure message notification should look like this:

Mail Notification

-----Original Message-----

From: "Southwest Secure E-mail" [mailto:"Southwest Secure E-mail"]

Sent: Friday, August 24, 2007 09:04

To: Undisclosed Recipient Name

Subject: A Southwest Secure E-mail message is waiting for you

Click the link to view the Southwest Secure E-mail message from (Sender Name), (Link). You will be prompted to enter a self-selected Southwest Secure E-mail password. Do not use your personal e-mail password for your Southwest Secure E-mail password.

No other personal or private information is required.

Click on the link below if you have forgotten your password.

(Password reset link)

Recipient's Southwest Secure E-mail Notification

Collecting Southwest Secure E-mail messages:

Note: For first-time use, please see **First time recipient password use**

1) Select the secure message link within the body of the notification.

Note: If you have forgotten your password, please see **What do I do if I forget my password?**

2) Enter your password. There is no username; just a password that you have chosen.

3) Select one e-mail message at a time from the Southwest Secure E-mail screen.



**SOUTHWEST
WASHINGTON
MEDICAL CENTER**
Advanced medicine with a human touch

UnRead Messages Read Messages Message for Deletion

	From	Subject	Date	Delete
	abc@abc.com	Hello	Fri Jun 22 06:24:19 PDT 2007	<input type="checkbox"/>
	second@user.com	hi there	Fri Jun 22 06:24:19 PDT 2007	<input type="checkbox"/>
	someone@someuser.com	Please view this	Fri Jun 22 06:24:19 PDT 2007	<input type="checkbox"/>

To open: Click message icon. To delete: Check delete box and "Submit" to delete messages(s). Once deleted, messages cannot be retrieved. Read messages are automatically deleted after 24 hours. Terms and conditions for use can be found at SWMC's website: (<http://www.swmedicalcenter.com/body.cfm?id=35>).

Southwest Secure E-mail Inbox screen

4) On-screen instructions guide you in opening and deleting secure messages.

a) To open a secure message, click on the Subject line to highlight the message and select "Submit" to open the message.

b) To delete a secure message, click on the "Delete" checkbox to the right of the "Date" and select "Submit" to delete the message.

Note: Once a secure message has been deleted it cannot be retrieved.

Note: Secure messages that have been read are automatically deleted after 24 hours. If you need to keep a record of a secure e-mail, please Select-All from the screen menu bar and Copy to a word processing document.

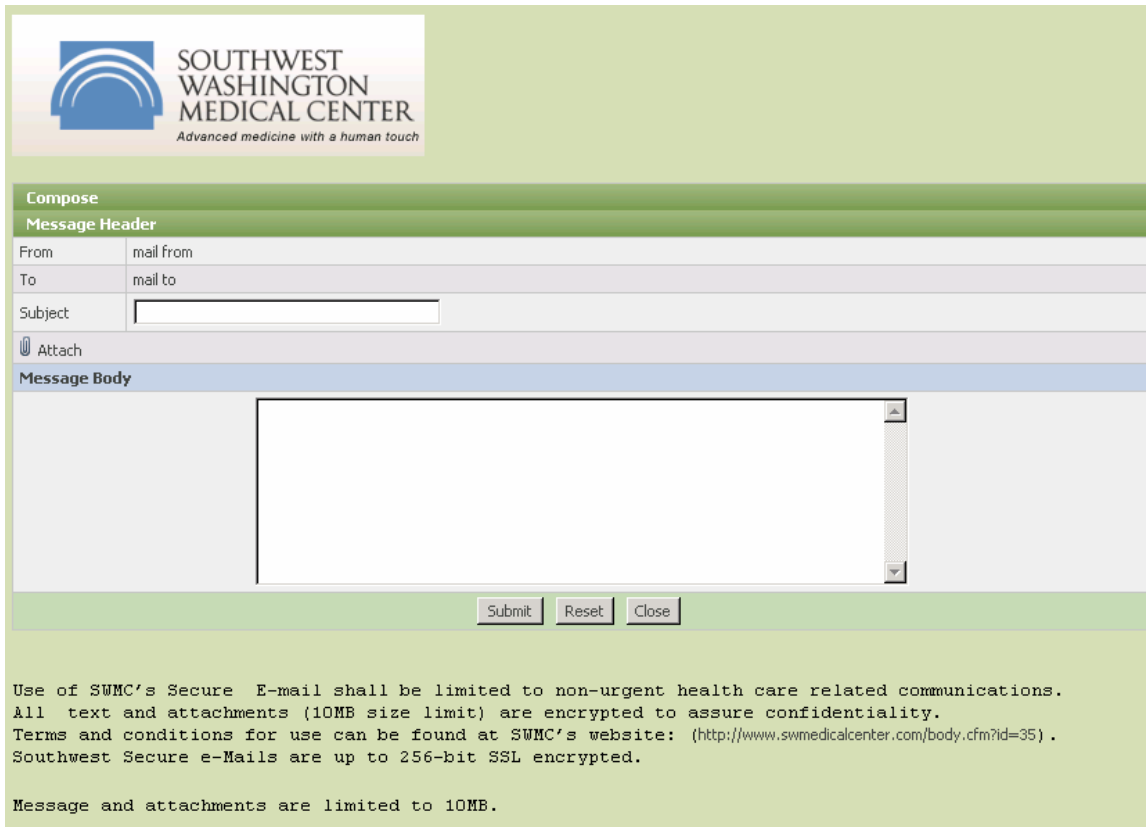
c) Before you select the "Submit" button you can clear all of your choices by selecting the "Reset" button.

d) To close out of the Southwest Secure E-mail Inbox screen, simply close the secure e-mail window.

e) To reply to a Southwest Secure E-mail message, please see **How do I reply to a Southwest Secure E-mail message?**

How do I reply to a Southwest Secure E-mail message?

1) To securely reply to a Southwest Secure E-mail message, select "Reply" from the secure e-mail message screen. A screen like the following will appear.



Use of SWMC's Secure E-mail shall be limited to non-urgent health care related communications. All text and attachments (10MB size limit) are encrypted to assure confidentiality. Terms and conditions for use can be found at SWMC's website: (<http://www.swmedicalcenter.com/body.cfm?id=35>). Southwest Secure e-Mails are up to 256-bit SSL encrypted.

Message and attachments are limited to 10MB.

Compose new Southwest Secure E-mail screen

- 2) Enter a subject description within the "Subject" line, and your reply message within the "Body" portion.
- 3) Select "Submit" to send your secure reply message.
- 4) If you wish to add attachments to your reply, select the "Attach" Icon, directly below the "Subject" line title. An "Open" dialogue box will open to allow you to select one or more files to attach to your secure message.
- 5) Select "Reset" if you wish to undo all text entered into your reply.
- 6) Select "Close" to exit from the reply entry screen—without sending the reply. This cancels your reply.

Note: All secure reply messages and all attachments are secured (encrypted)

Note: The maximum size of both the message and all attachments is 10MB (megabytes)

How do I save a Southwest Secure E-mail message to my computer?

If you need to keep a record of a secure e-mail, please Select-All from the screen menu bar and "Copy" to a word processing document.

Note: Once a secure message has been deleted it cannot be retrieved.

Note: Secure messages that have been read are automatically deleted after 24 hours.

Note: Remember that once saved to your computer, the health information contained in the Southwest Secure E-mail is no longer secured (encrypted). Please use caution when saving your personal health information to your computer.

How do I make sure that my Southwest health care provider got my Southwest Secure E-mail message?

- 1) Both you and the original sender (at Southwest) will receive a secure e-mail notification if any message has not been retrieved within 24 hours.
 - 2) Ask within your secure e-mail reply for the Southwest health care provider or contact to confirm receipt of your message.
 - 3) If your secure e-mail reply is "undeliverable", your personal e-mail provider's system will send you a message saying your message was undeliverable.
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Appropriate use of Southwest Secure E-mail

- 1) Use of Southwest's Secure E-mail service shall be limited to non-urgent health care related communications.
 - 2) All health care communication protocols and restrictions apply to Southwest Secure E-mail use.
 - 3) Southwest Secure E-mail is for the exclusive use of Southwest care providers and workforce members and those with whom they communicate. All other uses are prohibited.
 - 4) See **Terms and Conditions for Southwest Secure E-mail**
Note: All Secure E-mail activities are monitored and logged. Illegal and inappropriate use are prohibited. The recipient accepts all liability for use of this service.
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Communicating with care providers about your health care needs

Southwest Secure E-mail is one of several methods that you and your health care provider or contact at Southwest can use to meet your health care needs. Depending upon the type of communication, and especially the urgency of need, Southwest Secure E-mail may not be appropriate.

Note: Use of Southwest's Secure E-mail service shall be limited to non-urgent health care related communications.

Talk with your Southwest health care provider or contact to determine if Southwest Secure E-mail is an appropriate method that meets both of your needs.

Southwest Secure E-mail is not for URGENT or Sensitive care issues!

*** Use of Southwest's Secure E-mail service shall be limited to non-urgent health care related communications.

If you have a medical emergency, please call 911

If you have a medical concern, please contact your care provider or visit an urgent care clinic.

HIPAA and Southwest Secure E-mail

Southwest Secure E-mail meets all of the HIPAA security and privacy standards.

Note: Use of Southwest's Secure E-mail service shall be limited to non-urgent health care related communications.

Note: A recipient outside of Southwest cannot initiate a Southwest Secure E-mail. The secure message must start within Southwest. A recipient can REPLY any number of times to a secure message received from Southwest.

Note: All secure reply messages and all attachments are secured (encrypted)

Note: The maximum size of both the message and all attachments is 10MB (megabytes)

Note: Remember that once saved to your computer, the health information contained in the Southwest Secure E-mail is no longer secured (encrypted). Please use caution when saving your personal health information to your computer.

Note: All Secure E-mail activities are monitored and logged. Illegal and inappropriate use are prohibited. The recipient accepts all liability for use of this service.

HIPAA: The *Health Information Portability and Accountability Act of 1996* (HIPAA) is a large and complex assembly of regulations designed to standardize the transmission and protection of, and simplify access to, patient information.

Limitations of Liability when using Southwest Secure E-mail

E-mail is by default not encrypted or protected from interception when sent across the Internet. The Federal law known as HIPAA mandates that all patient information be secured during transmission.

A recipient outside of Southwest cannot initiate a Southwest Secure E-mail. The secure message must start within Southwest. A recipient can REPLY any number of times to a secure message received from Southwest.

Southwest Secure E-mail is an 'outbound' secure messaging feature added onto Southwest's Microsoft Exchange e-mail service. This feature allows all workforce members to securely communicate with patients, partners, government agencies, or anyone with whom we need to secure our e-mail communications.

Additionally, **all replies** to these secured, and fully encrypted, outbound e-mails will also be encrypted.

Note: Only "replies" to secured messages will be encrypted. E-mails originating from outside of Southwest are not encrypted.

Note: All secure reply messages and all attachments are secured (encrypted)

Reply messages can change or add attachments, which are also encrypted.

Note: The maximum size of both the message and all attachments is 10MB (megabytes)
Attachments are also encrypted.

Customer Support Contact information

Southwest cannot provide direct customer support to Southwest Secure E-mail services.

If you need help with using Southwest Secure E-mail, please review the **Quick-start reference for Southwest Secure E-mail (pdf)** and then review the Southwest Secure E-mail Help pages at <http://www.swmedicalcenter.org/securemail> for further information.

You may also contact your Southwest health care provider or contact to address question you may have in sending and receiving Southwest Secure E-mail messages.