



## **Secure Messaging**

### **Frequently Asked Questions**

**For e-mail recipients outside OHSU**

**If your situation is an emergency, please dial 911 or contact your practice or physician directly via phone. Do not e-mail any urgent medical problem or highly sensitive information, such as:**

- Mental health, drug and alcohol problems
- Work-related injuries and disability correspondence and/or questions

***Please know that e-mail communication is not a substitute for an exam by your doctor.***

#### **Why did I get this e-mail message?**

You have received this e-mail message because:

- a) You have told Oregon Health & Science University (OHSU) that you would like to receive certain information about your care via e-mail, or
- b) Someone at OHSU has e-mailed you information such as health information, financial data or other sensitive information. Because this information is private, a secure e-mail has been sent.

#### **What does secure mean?**

The information in the e-mail has been encrypted or scrambled, so other people (computer hackers or identity thieves) cannot read or intercept your information while it is traveling over the internet.

#### **Why is this e-mail secure?**

To protect the information the email contains, and to make sure it is not viewed or intercepted by people who do not have a right to access it.

#### **How do I retrieve an encrypted e-mail from OHSU?**

Follow the instructions you received from OHSU via e-mail. They involve going to a web site, registering, and selecting a password.

#### **What type of password should I choose?**

You must choose a strong password that requires a minimum of 8 character(s), at least 1 digit(s), and at least 1 alphabetical character(s). Your password should not be a word or phrase that is found in a dictionary. A good way to choose a password is to think of a "pass phrase" that is easy

to remember and use letters, numbers and characters to capture it. For example, "Strawberry fields forever" would become "StBF4Ever!" Please do not use this example as your password.

**Once I've retrieved the encrypted e-mail, what should I do with it?**

That depends on the information it contains. Information sent may be protected by federal or state law, terms of a contract between OHSU and the recipient, or other confidentiality requirements. If you're not sure how the information should be protected, contact the sender for more information. If you want to reply directly to the person at OHSU who sent you the e-mail, your reply is secure. Please note that you are responsible for protecting the information sent once you have retrieved the e-mail.

**What if I am having trouble retrieving the e-mail or forgot my password?**

Please call the OHSU IT Service Desk at 503-494-2222. You can expect a resolution or response to your issue within two business days.

**What happens if my e-mail message expires?**

Secure messages remain active for 60 days. If they are not retrieved within this time, the message is automatically deleted. The notification message that you received will remain visible in your in-box, unless you delete it, but if you try to retrieve the secure e-mail after 60 days you will receive an error message. If this happens, you will need to contact the sender and ask them to resend the e-mail.

**Will my account ever expire?**

No, you will only need to create your account once and it will not expire.