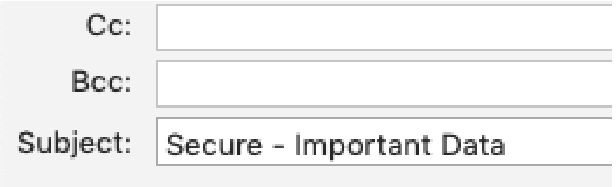
How to Secure Email

- @augusta.edu email will secure emails when the word secure is inserted **anywhere** in the subject line.
  - Secure in the email subject line:



Cc:

Bcc:

Subject: Secure - Important Data

1. Is not case sensitive, so SECURE, secure, Secure, etc. will work
2. Secures the email, attachments, AND the subject line
3. Should be used for ALL emails containing sensitive information
4. Secures emails forwarded outside of @augusta.edu

How to Store Sensitive Data

- Only store sensitive information in approved locations:
  - AU & AU Health applications (e.g. Cerner Millennium, Cortext)
  - Email when properly secured
  - Box
    - Use Box to collaborate on reports with sensitive data
  - Encrypted removable drives
  - Locked cabinets (for paper records)
- **Unapproved** locations include:
  - Personal email accounts
  - DropBox, Google Docs, Amazon Web Services, Other Cloud providers unless specifically approved by IT and Legal

What is Sensitive Data?

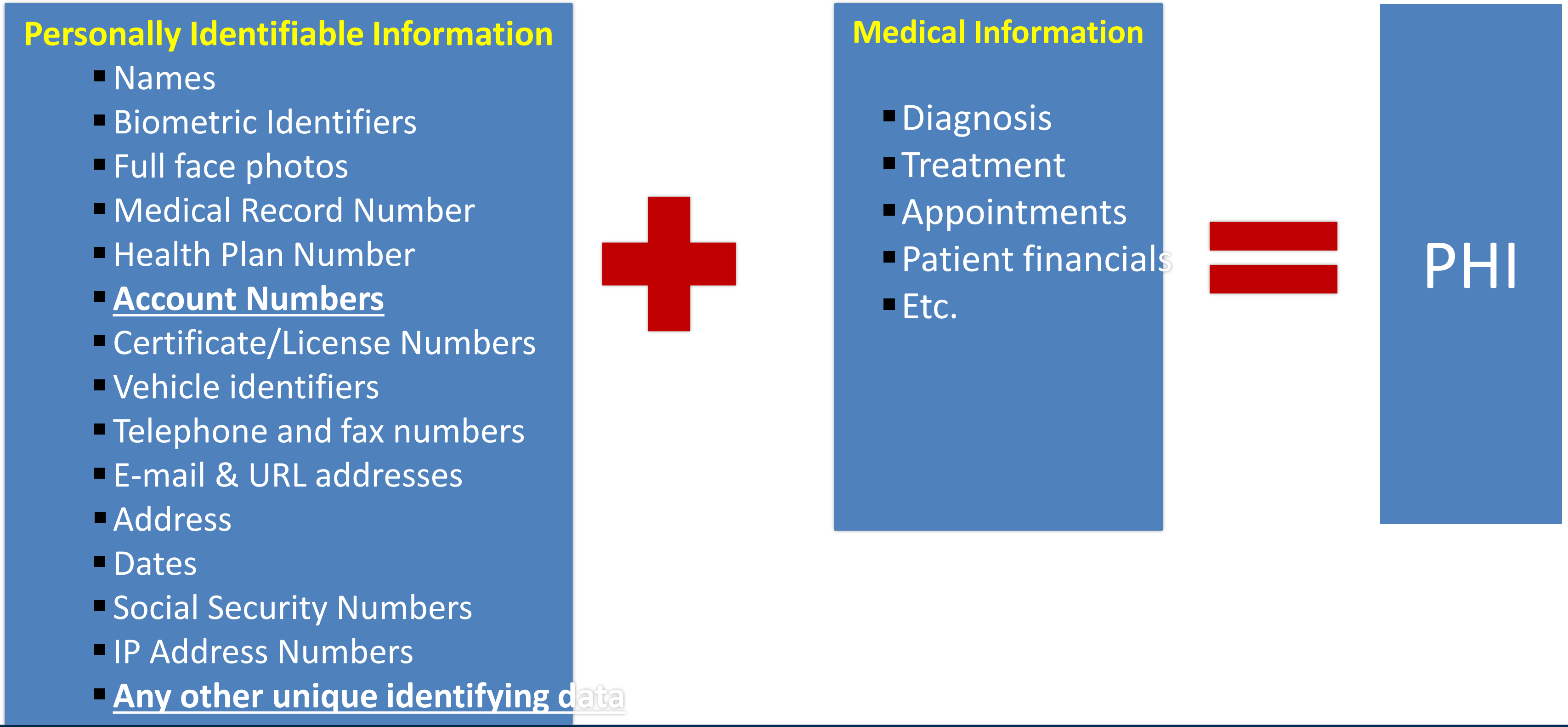
- Sensitive data must be protected. Examples of sensitive data include:

Data Classification	Examples
Protected Health Information (PHI)	19 elements including name, address, age, diagnosis, MRN, photos, etc
Payment Card Information (PCI)	15/16 digits + expiration, CVV “Track 2” data (may never be stored)
Personally Identifiable Information (PII) • Employees • Students • Visitors	Name, SSN (full or partial), government identification numbers incl: driver's license, citizenship, legal status, gender, race/ethnicity; date/place of birth, personal phone #s, banking data, student standing/progress/grade information
Privileged information	Communication re: legal advice w/attorney
Financial and Pricing Data	Contracts (generally), pricing & cost data

- When in doubt, err on the side of caution and add **secure** to the subject line of the email in question.

Protected Health Information (PHI)

- A <u>class</u> of Sensitive Information that is regulated by HIPAA
  - ***Personally Identifiable Information (PII)*** becomes **PHI** when any medical data is associated with any of the 19 defined data elements



Personally Identifiable Information

- Names
- Biometric Identifiers
- Full face photos
- Medical Record Number
- Health Plan Number
- **<u>Account Numbers</u>**
- Certificate/License Numbers
- Vehicle identifiers
- Telephone and fax numbers
- E-mail & URL addresses
- Address
- Dates
- Social Security Numbers
- IP Address Numbers
- **<u>Any other unique identifying data</u>**

+

Medical Information

- Diagnosis
- Treatment
- Appointments
- Patient financials
- Etc.

=

PHI

Questions?

- **Email Use:**
  - augusta.edu/email
- **IT Help desk:**
  - 706-721-4000 (AU)
  - 706-721-7500 (AUMC)
- **Sensitive Information & PHI:**
  - compliance@augusta.edu
  - 800-576-6623 (24/7)

APPENDIX

Survey: How Do You Send/Receive PHI?

N = 1,051	Email to recipients **outside** AU	Email to recipients **inside** AU	Imprivata Cortext	SMS/Text Message	eFax	Cerner Message Center	Outlook Calendar	GroupWise Instant Messenger
Ancillary	25%	75%	53%	18%	31%	20%	12%	11%
Operations	34%	88%	15%	7%	23%	15%	10%	6%
Patient Care Areas*	17%	63%	55%	15%	19%	22%	8%	4%
Physicians & Residents	18%	75%	76%	26%	16%	56%	6%	3%
Overall	22%	73%	51%	16%	20%	29%	8%	5%

*Includes nurses, CMA, desk operations and clerks, therapists, technologists from each area