




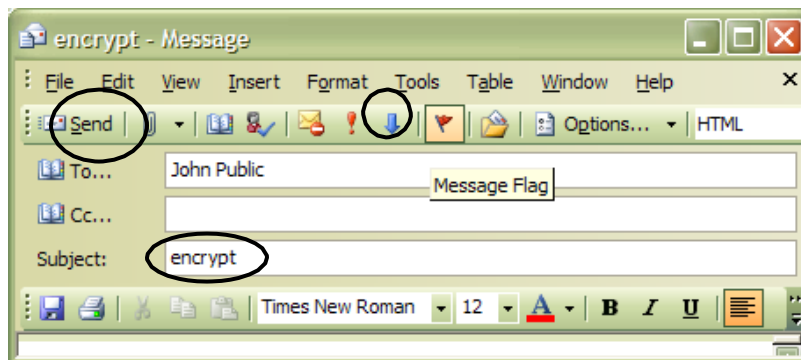
Secure All Sensitive Email

Remember that sending unencrypted email is similar to sending a postcard. It is not difficult for unauthorized eyes to intercept and read it.

CU Medicine requires that all external email containing protected health information (PHI) and/or sensitive data be sent encrypted. Encryption secures communications against eavesdropping by converting the message into a code which can be unlocked only by applying this “secret” code. The quality of the encryption system depends on its ability to protect the messages from unauthorized disclosure, even by skilled code-crackers. CU Medicine uses the MailGate system and interchangeably refers to it as “SAFEmail”.

Email correspondence between CU Medicine, Children’s, UCH, UC Denver, Denver Health, and National Jewish is considered “internal” and is already secure. Therefore, it is not necessary to use encryption when sending messages between these entities.

Basically, to send an encrypted CU Medicine email message simply type *safemail* or *encrypt* (such as, *encrypt – Patient Payment History*) in the subject line **or** click the “low importance” button () **before** sending it. **(Note -The “low importance” indicator will not display to the reader when the email is received: it is merely a directive to SAFEmail for secure delivery of your message.)**



When you send your first encrypted email message you will be prompted to set up a SAFEmail/Axway account. Opening an account enables you to avoid this prompt each time a new message is sent; it also allows you to track the status of your encrypted messages.

The SAFEmail Encryption document provides complete, easy instructions on how to send and receive encrypted email. Recipients of your email will also need to create an

account to read your message and will be given instructions when your email is received. If you need assistance, please contact the CU Medicine Help Desk at 303-493-8000.

Please Note: If you have files that cannot be sent via encrypted email and still would like a way to encrypt them, other methods are available. Please call the CU Medicine Help Desk at 303-493-8000 for more information.