



CORPORATE POLICY

Title: Electronic Mail Usage
Section: Mgmt. of Information
Dept of Origin: Information Services
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Signature: Sally Jeffcoat, CEO

I. POLICY STATEMENT

Carondelet Health Network (CHN) will safeguard the confidentiality and access of the Electronic Mail System (Email) and appropriate usage of the hardware and software.

II. PURPOSE

To establish guidelines for access and usage of the Carondelet Health Network (CHN) Electronic Mail (Email) System which include Meditech, (MOX), Outlook, etc.

III. DEFINITIONS

Flaming: The practice of venting negative emotions via electronic mail.

System Access Form: A form that is completed by the user's supervisor requesting that Information Services give that user access to systems as necessary to do tasks compliant with that user's job description.

Email System Administrator: CHN IT Director or designee.

Blanket Forwarding of Email Messages: The automatic forwarding/sending of internal email messages via the Internet to any recipient outside of Carondelet Health Network's information system.

Snooping: The act of accessing another individual's files or communications for the purpose of being 'nosey' or for some other non-business related reason.

Monitoring: Monitoring is the act of obtaining access to a file or communication for the purpose of content evaluation. This is usually done by supervisors or other authorized personnel.

I. ROLES AND RESPONSIBILITIES:

1. The CHN Email System may be used by CHN staff, medical staff, clinical affiliates, consultants, suppliers and other third parties where there is an appropriate business reason. CHN staff must have supervisor approval. All others must have approval by the appropriate Director or his/her designee.
2. All Email users will comply with CHN policies on Computer System Access and Internet Usage, the CHN Corporate Compliance Program and other CHN Corporate and Human Resources policies. Violation of this policy may result in disciplinary action, up to and including termination.
3. Employees/Email users are responsible to review the CHN Electronic Mail System Usage Policy and to adhere to the terms and conditions therein.
4. The CHN Electronic Mail System is to be used for business purposes. Incidental and occasional personal use of the Email System is permitted, but such Email messages will be treated no differently than other messages. Any personal use must not interfere with normal business activities, must not involve solicitation, must not be associated with any for-profit personal business affairs unrelated to CHN, and must not potentially embarrass CHN.
5. As a productivity enhancement tool, CHN encourages the business use of electronic communications (notably the Internet, voice mail, electronic mail and fax). Electronic communications, and all messages generated on or handled by electronic communications systems, including back-up copies, are the property of Carondelet Health Network.
6. CHN recognizes that staff and other Email users have some reasonable expectations of privacy with regard to Email messages they send or receive, even when those messages involve CHN business. However, CHN reserves the right to access and disclose the contents of Email messages, and will do so, only if there is a need to do so.

7. CHN staff is prohibited from sending or forwarding any messages via CHN electronic mail systems that a reasonable person would consider to be defamatory, harassing, or sexual in content. Staff are also prohibited from sending or forwarding messages or images via CHN electronic mail systems that include flaming or that would be likely to offend on the basis of race, age, gender, national origin, sexual orientation, religion, political beliefs or disability.
8. It is the responsibility of the user to report to his/her supervisor any inappropriate Email received (save the Email and present to the supervisor). In turn, it is the responsibility of the supervisor to follow-up according to CHN Corrective Action policy with regard to inappropriate behavior by staff members.
9. Email users must not forward electronic mail to any address outside of the Carondelet Health Network, unless the information owner/originator agrees in advance, or unless the information is clearly public in nature. Blanket forwarding of electronic mail messages to any outside address is prohibited.
10. Email users must not use an electronic mail account assigned to another individual to either send or receive messages. Misrepresenting, obscuring, suppressing or replacing a user's identity on any CHN electronic communications system is prohibited.
11. It is a violation for any Email user including system administrators and supervisors, to use the electronic mail system or other computer system to obtain access to the files or communications of others for no substantial business purpose. Staff members found to have done such "snooping" will be subject to the Corrective Action policy, up to and including termination.
12. CHN may engage in monitoring of electronic mail messages or other electronic files created by Email users for valid business purposes, including notification or indications of inappropriate Email system usage. Authorized CHN personnel, including the Corporate Information Officer, IS Directors, Email System Administrator or their authorized designee may inspect Email message content. CHN will respond to valid legal subpoenas or search warrants. Contents of Email messages will be disclosed as necessary to support a business purpose or legal obligation, with or without the Email user's permission.
13. Users of the CHN Electronic Communication Systems may not use said Electronic Communications Systems, including Electronic Mail Messaging Systems, to infringe the copyright or other intellectual property rights of third parties, to distribute defamatory, fraudulent or harassing messages, to distribute purchased software or to otherwise engage in any illegal or wrongful conduct.
14. Email users must comply with Email "Use Guidelines and Etiquette," which may be changed from time to time and are maintained by the Email System Administrator.
15. Email users must not use the CHN Email System for Chain Letters, "Moonlighting," Job Searching, searching or conducting financial transactions, or messages restricted by government security, laws or regulations.
16. The transmission of Executable Programs or software installation packages, such as screen savers, is prohibited on CHN Electronic Mail Systems.
17. The Email Administrator will establish guidelines in accordance with Ascension Health information Systems policy, for file size, mailbox size and mail purge criteria according to the business requirements of CHN users. The Email Administration will review the guidelines annually and submit to the CHN CIO for review and approval.
18. While management encourages periodic back-ups of computer-resident data, internal correspondence must be disposed of when no longer needed. Electronic mail messages relevant to current activities, or that are expected to become relevant to current activities, retained as long as needed and should comply with mailbox size policies. Email messages that are not relevant to current activities should be archived using Email client tools – the Email system should not be used as a database.
19. Upon notification of an employee's termination, the Email System Administrator will lock the account, but will not delete the mailbox contents for 30 days unless written notification from the employee's supervisor states otherwise. Access to mailbox contents will be given to the employee's supervisor upon request. After 30 days the Email account is automatically deleted, following Carondelet Health Network's policy on employee termination procedures.

20. Email will be stored, backed-up and archived consistent with established data systems procedures. Archived email will be purged after one year.

V. SPECIAL CONSIDERATIONS:

Failure to comply with this policy may result in disciplinary action, up to and including termination. Any violation of local, state, or Federal laws may carry the additional consequence of prosecution under the law.

VI. PREFERRED PROCESS

1. The Email System Administrator shall be responsible for determining the maximum file size for attachments, mailbox size, warning thresholds.
2. Back up and maintenance of the Email Server will be done by the authorized IS staff. It is the responsibility of the user, however, to delete unnecessary Email messages. In the event that a user's mailbox reaches its maximum limit, the Email System Administrator will ensure that the user receives proper notification and instruction on how to remedy the situation.
3. Should it become necessary for a user to have more space made available to him/her, the user must obtain approval from the CIO). The Email System Administrator may then expand the mailbox size to accommodate the user's mailbox needs up to the present limit established by the CIO.
4. It is the responsibility for the designated backup group to handle the backing up of email servers according to established data center procedures.

KEY POINTS

- Email System Administrator's Responsibilities.
- Deletion of unnecessary Email messages.
- Mailbox size.
- Back Up Procedures.

VI. REFERENCES

Ascension Health Information Services Email Policies and Procedures

VII. APPROVAL

Committee/Department	Original Approval	1st Review	2nd Review	3rd Review	4th Review	5th Review
Human Resources	2/22/00					
Legal	3/08/00					
CHC Administration	6/27/00					
Information Services	2/21/00					
Policy Coordinating Committee	3/15/00	4/18/07				

EMAIL USE GUIDELINES AND ETIQUETTE

Purpose: To clearly state to employees and other CHN Email users expected behaviors in the use of electronic mail messaging.

1. Keep Emails brief. Refer recipients to a stored document for lengthy communications.
 2. Check your Email regularly and respond as quickly as possible, but don't "camp".
 3. Never say anything in an Email that you wouldn't say in person. Remember that your tone in an Email will seem more harsh than your speech.
 4. The use of all uppercase characters in a message is considered shouting. **AVOID USING WORDS THAT ARE ALL UPPERCASE!** Using all lowercase is also hard to read and considered mumbling. So, it is important to write your Email as you would write a letter or memo. Proper grammar should be used.
 5. Include a subject line in your Email header. The subject should be concise (approximately 3 to 5 words in length). The subject should not be the message. The subject is meant as a quick identifier of the message contents and urgency.
 6. Follow all CHN confidentiality rules and policies.
 7. Don't use Email for stat communications. Most Email users check their mail only a few times a day.
 8. Use discretion in forwarding Email messages without the approval of the original sender.
 9. When replying to a message, don't include all of the original recipients if only the sender needs to know your response.
 10. Copy (cc) only people to whom you would normally send this information. Resist the temptation to involve everyone in your message.
 11. Use distributed mailing lists wisely. If less than half of the members have an interest in the subject of the Email, then consider sending the messages separately. People don't like to receive what they would perceive as "junk mail".
 12. Use a read receipt to insure that the message is read by the intended addressee. Follow-up on unanswered Email.
 13. SPAMing will not be tolerated. *SPAMing: attempting to send private messages to those who do not wish to see them.
 14. Please report (forward message to Post Master) all junk mail, chain mail and/or Spam.
1. Employees should be aware that electronic communications can, depending on the technology, be forwarded, intercepted, printed and stored by others. Furthermore, electronic communications can be accessed by others in accordance with policy.