



CORPORATE POLICY

Title: Electronic Mail Usage
Section: Management of Information
Dept. of Origin: Information Technology
Pages: 3
Effective Date: March 4, 2000
Revision Date: 07/03/08

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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, this includes 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 Technology 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.

SPAMing: Attempting to send private messages to those who do not wish to see them

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

Workforce: CHN staff, professional staff, medical staff, clinical affiliates, consultants, suppliers and other third parties with authorized business reasons.

IV. ROLES AND RESPONSIBILITIES:

1. The CHN Email System may be used by CHN workforce. CHN workforce must have prior supervisor or Director approval.
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 as determined in the Corrective Action Policy up to and including termination.
3. CHN Workforce authorized to use Email 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 systems and all messages generated on or handled by electronic communications systems, including back-up copies, are the property of Carondelet Health Network.
6. CHN Workforce 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.

CHN Workforce is also prohibited from sending or forwarding messages or images via CHN electronic mail systems that would be likely to offend on the basis of race, age, gender, national origin, sexual orientation, religion, political beliefs or disability.

7. It is the responsibility of the Workforce 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 Workforce.
8. Blanket forwarding of electronic mail messages to any outside address is prohibited.
9. 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.
10. It is a violation for any Email user including system administrators and supervisors, to use the electronic mail system or other computer systems to obtain access to the files or communications of others for other than substantial business purpose. CHN Workforce found to have done such "snooping" may result in disciplinary action as determined in the Corrective Action Policy up to and including termination.
11. CHN reserves the right to access and disclose the contents of Email messages. 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, 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.
12. Users of the CHN Email system and other electronic communications systems (notably the Internet, voice mail, electronic mail and fax) 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.
13. Workforce authorized to use the Email system must comply with Email "Use Guidelines and Etiquette," which may be changed from time to time and are maintained by the Email System Administrator.
14. 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. Email users should avoid opening email or email attachments from suspicious or unknown sources.
15. The transmission of Executable Programs or software installation packages, such as screen savers, is prohibited on CHN Electronic Mail Systems.
16. 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, should be 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 system tools. The Email system should not be used as a database or long term file system.

V. SPECIAL CONSIDERATIONS:

Failure to comply with this policy may result in disciplinary action as defined in the Corrective Action Policy up to and including termination.

VI. PREFERRED PROCESS

The supporting procedures can be found in CHN-IT-1301 HIPAA IT Procedures Document under CHN-IT-1080 Electronic Mail Usage.

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 efficiently.

3. Never communicate anything in an Email that you wouldn't communicate in person. Remember that written correspondence is often perceived more harshly than stated communication.
4. The use of all uppercase characters in a message is considered shouting. Avoid using common words that are all uppercase. Using all lowercase is also hard to read. 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 or urgent communications. Workforce member may only check their email a few times per 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. Never use distribution lists to send messages that are not work related. 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 is not allowed in any form. *SPAMing: attempting to send private messages to those who do not wish to see them.
14. Please report (forward message to spam@messagelabs.com) all junk mail, chain mail and/or Spam.
15. Workforce members 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.

VII. DOCUMENTATION

The System Access Confidentiality Form is kept on file in the associate's personnel file located in the Human Resource Department. For non-CHN associates, the System Access Form (Confidentiality Form) is kept on file in Information Technology for a period of six (6) years.

VIII. REFERENCES

Ascension Health Information Technology Email Policies and Procedures.

IX. APPROVAL

Committee/Department	Original Approval	1st Review	2nd Review	3rd Review	4th Review	5th Review
Human Resources	2/22/00		5/29/08			
CHN Administration	6/27/00	4/07	5/29/08			
CHN Information Technology	2/21/00	4/07	5/29/08			
Legal	3/08/00		5/29/08			
Policy Coordinating Committee	3/15/00	4/18/07	7/03/08			