Secure E-mail

This document describes how secure e-mail applies to TeamHealth's corporate security infrastructure, and how to manage secure messages from TeamHealth associates. If you have any questions, please <u>contact</u> <u>TeamHealth</u> via telephone at 865.693.1000.

E-mail has become a key communication tool in the health-care industry and many others, providing a simple method to quickly share information across the office and around the world. However, e-mail traffic between organizations suffers from a wide variety of security vulnerabilities. Consider the following scenarios:

- You send an e-mail message to a colleague who works at a client hospital. How do you really know the message reached its intended recipient? What if it was read or modified before it reached its destination?
- You receive a message from a colleague at a commercial insurance payer. How can you verify the identity of the sender? How do you know it hasn't been altered en route?
- Your colleague's e-mail system was hacked, and all of the messages in her inbox were compromised. Were any of those messages sent by you? Who now has access to that sensitive information?



Encrypting your e-mail messages will keep even the most dedicated hackers from intercepting and reading your private communications. Using encryption, the contents of the message are scrambled and locked in such a way that only the intended recipient can supply the key and read the message. Additionally, the recipient can verify the sender's digital signature to ensure the message's authenticity. This combination creates a powerful end-to-end security solution for communications.

Does it make sense to encrypt *every* outgoing message? No, but those containing sensitive data should be encrypted, particularly if they are transmitted outside of the TeamHealth corporate network. According to corporate policy, "sensitive, confidential, or proprietary information including Protected Health Information (PHI), must never be sent over the Internet unless it has first been encrypted by approved methods."

Within our corporate network, encryption is readily available and widely used, but what about e-mail messages sent to recipients outside our organization? When you mail a confidential parcel, you trust a delivery service to transport the parcel securely and verify the recipient's identity. Our trusted "delivery service" for external e-mail is the Cisco Registered Envelope Service (CRES).

Cisco Registered Envelope Service (CRES)

TeamHealth employs CRES to effectively provide seamless message encryption outside our organization. CRES combines a sophisticated scanning engine that can automatically identify and encrypt a message that includes sensitive information, and an online key vault that verifies the recipient's identity and decrypts the message.

Here's how it works:



It may seem complicated at first glance, but the process is streamlined for both senders and recipients.

1. When a TeamHealth associate sends a message that contains sensitive information, IronPort automatically encrypts the message and notifies the sender.



2. As the recipient, you receive the secure message. Access to encrypted messages is managed using CRES.

0	dwards@teamhealth.com
M	n 8/25/2008 2:19 PM
gre	.gsedwards@hotmail.com
ss	age 🛛 🥭 securedoc.html (98 KB)
_	
	Man have a second a second second for an Tanan U.S. M.
	You have received a secure message from TeamHealth
	If you have concerns about the validity of this message, contact the sender directly.
L	To retrieve your encrypted message, follow these steps:
L	To realize your encrypted message, follow diese steps:
	1. Click the attachment, securedoc.html.
	You will be prompted to open (view) the file or save (download) it to your computer. For best
l	results, save the file first, then open it in a Web browser.
	2. Enter your password.
	If you are a first time user, you will be asked to register first
L	
	Mobile device users: forward this message to mobile@res.cisco.com. You will be emailed a link
1	where you can enter your password and view the secure email message.

- **Note:** CRES delivers the security notification and attaches an encrypted version of the original message, so sensitive information is never stored by a third-party hosting service. Only the recipient has access to the message content.
- 3. To decrypt the message, open the **securedoc.html** attachment.

Note: Outlook users may need to right-click the attachment and click **Open**.

A confirmation window may be displayed.

Opening	Mail Attachment
?	You should only open attachments from a trustworthy source.
	Attachment: securedoc.html from Patient Information - Message (HTML)
	Would you like to open the file or save it to your computer?
	Open Save Cancel
	Always ask before opening this type of file

4. Click **Open**. The Secure Registered Envelope page is displayed in your default browser.

TEAM Health	Help	August 25,000 2-15:44 PM EDT Nessage Security: Medium
From:	Greg_Edwards@teamhealth.com	
To:	gregsedwards@hotmail.com	
Subject	Patient Information	
To ope registe continu	this message, first click the button to After registering, come back to opening the message.	
		Select a different address
Cisco Registere	Envelope Service	cisco
	© 2000-2008 Cisco S	ystems Inc. All rights reserved.

Note: If your e-mail address has already been registered, skip to step 10.

5. If you have not yet registered for the service, click **Register**. The Cisco New User Registration page is displayed.

cisco				<u>Hel</u>
NEW U	SER REGIS	TRATION		
			* = required field	
Enter Per	sonal Inform	ation		
Email Add	Iress	gregsedwards@hotmail.com		
Language		English -	The language setting will be stored for future login and email notifications.	
First Nam	e*	Greg		
Last Nam	e*	Edwards		
Create a	Password			
Password	*	•••••	Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.	
Confirm F	assword*	•••••		
Personal	Security Phrase		Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.	

Note: For added security, the e-mail address field is automatically populated with address of the original message recipient. This prevents the encrypted message from being redirected to another e-mail address.

6. Enter the required fields, and click **Register** at the bottom of the page. A confirmation page is displayed, which indicates that a confirmation message will be sent to your e-mail address to verify your identity.



Cisco Registered Envelope Service

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7. Navigate to your e-mail program, and open the message entitled "Please activate with CRES". The message contains a link to activate your account.

re	egsedwards@hotmail.com	
	Activation	
	Dear Greg Edwards,	
	Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the <u>Terms of</u> <u>Service</u> by activating your account.	
	Click here to activate this account.	
	You can also activate this account by going to < <u>https://res.cisco.com/websafe/activate</u> > and entering this confirmation number: 526a0f95220738fb7f000001e02c21e5	
	To stop the registration process you can cancel this account.	
	Click here to cancel this account.	
	You can also cancel this account by going to < <u>https://res.cisco.com/websafe/cancelActivation</u> > and entering this cancellation number: 526a0f95220738fb7f000001e02c21e5	
	IMPORTANT To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.	
	Welcome to CRES!	
	To know more about Cisco Registered Envelope Service, see	
	Terms of Service: https://res.cisco.com/websafe/termsOfService	

8. Click the link to activate your account. The Cisco New User Registration page is displayed, and your account is activated.



Cisco Registered Envelope Service

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9. Return to the original secure message.

TEAMHealth	Help	August 2, 2008
Fron To: Sub Pass	n: Greg_Edwards@teamhealth.com gregsedwards@hotmail.com ject: Patient Information sword: ••••••• Forgot password? emember me on this computer.	Message Security: Medium Personal Security Phrase Your personal phrase is not enabled on this machine. <u>More info</u>
Cisco Registered	If you experience problems oper	Select a different address ning this message, try to <u>Open Online</u> ulfutfu CISCO

Once registration is complete, the **Register** button is automatically replaced with the **Open** button.

10. Enter your password and click **Open**. The secure message is decrypted.



The decrypted message contents are displayed in the default browser.



11. To send an encrypted response to the sender, click **Reply** in the secure message header. A secure message reply form is displayed.

KEPLI	TO SENDER	Send Reset Cancel
From:	gregsedwards@hotmail.com	
To:	Greg_Edwards@teamhealth.com	
Subject:	RE: Patient Information	
Attachme	nts Patient Chart.pdf	
Message:		
Mr. Doe	's chart is attached.	•
- Gred		E
oregi		
	Original Message:	
FROM	1: Greg Edwards@teamhealth.com	
FROM	1: Greg_Edwards@teamhealth.com): gregsedwards@hotmail.com	-
FROM TC	1: Greg_Edwards@teamhealth.com): gregsedwards@hotmail.com tomatically BCC me on this email.	-

12. Compose the reply message, attach files as necessary, and click **Send**. The secure reply message is sent and a confirmation window is displayed.

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