

E-mail

1. Can I forward my email to another email address?

- Automated email forwarding, where all email is transferred to another email address is only allowed to addresses within the Yale-YNHHS networks (including yale.edu, ynhh.org, bpth.org, greenwichhospital.org).
- Forwarding of limited emails based on specific criteria which would not lead to PHI being forwarded to a non-Yale or YNHH email account is also allowed. For example, setting a rule whereby email from an employee's child's school system is forwarded to a personal account is allowed.
- Automatically forwarded all email to a non-Yale, non-YNHH account is expressly prohibited as the email is not secure in transmission and may not be stored securely on the host email system. The prohibition includes commercial email such as gmail, Yahoo, etc as well as email systems of close affiliates such as va.gov and ct.gov etc.

2. Is there a way to access my email from a non-Yale computer?

Ideally, email should be accessed from a Yale managed device or a secure smartphone. However, email can also be accessed from a home computer via a VPN connection to Yale webmail as long as no email or attachments are downloaded.

3. Can I send ePHI in Email?

Yes however the use of email is subject to certain restrictions. In brief, the device sending the email must meet certain security requirements and the email containing PHI can only be sent to other Yale or YNHH email addresses for business purposes, to other clinicians when urgently needed for patient care or to the patient when authorized by the patient to do so. More detail on when PHI can be sent via email is available at: <http://hipaa.yale.edu/faq/guidance-faq/guidance-use-email-containing-phi>