

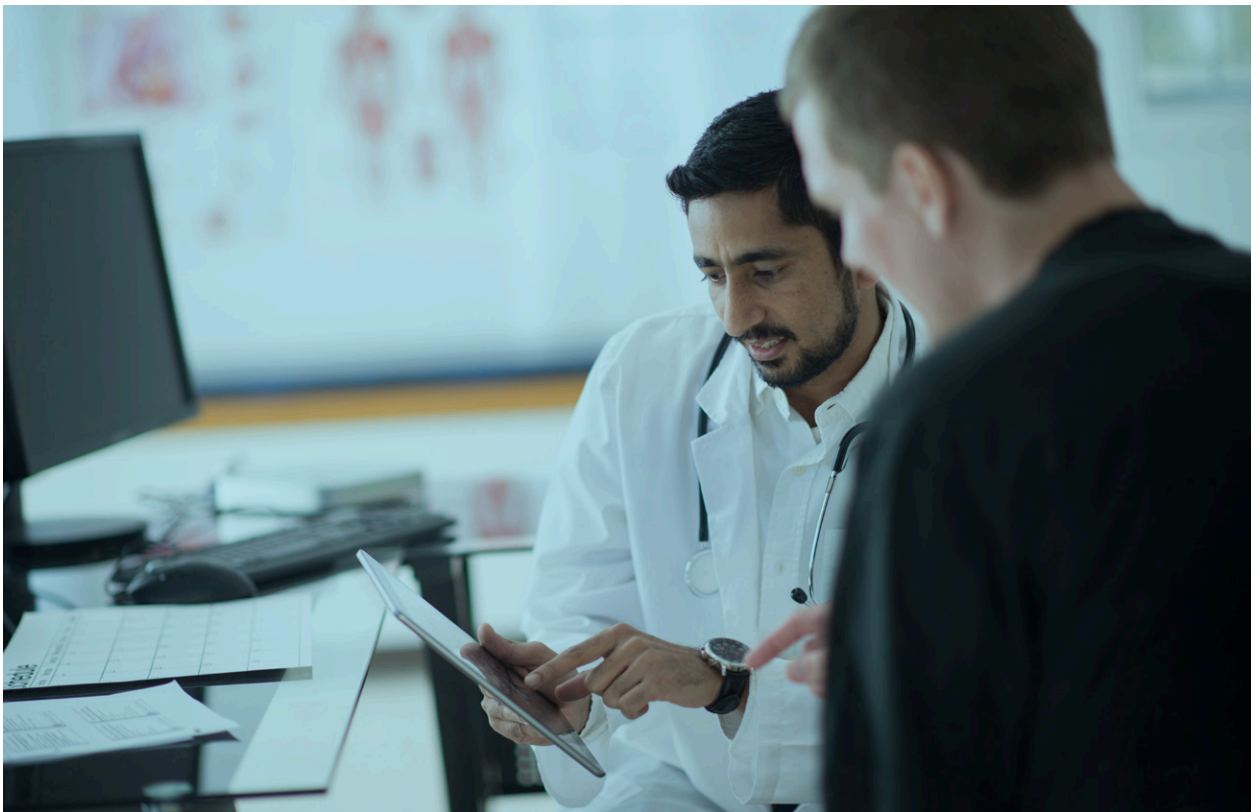
# ONE<sup>®</sup> Mail Partnered

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Protect patient data: email securely with ONE Mail. Discover how your organization can benefit.

ONE Mail Partnered is ideal for large organizations such as hospitals. ONE Mail Partnered uses a health care organization's existing email infrastructure. It routes their email through ONE Mail's secure infrastructure using encryption which safeguards exchanges with other ONE Mail registered health care professionals.





## Features:

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Using our advanced security and encryption services, personal health information and/or personal information is securely exchanged between registered subscribers from participating organizations.

ONE Mail is free to Ontario health care providers. A dedicated resource will assist you with your initial setup. Configuration guides and comprehensive support documentation are available along with a 24 hours a day, seven days a week support via our service desk – [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca).

- Integrate your existing email environment with our secure infrastructure
- Stay protected with the latest security hygiene and encryption services
- Access our secure directory which identifies all registered ONE Mail users
- Message tracking is available upon request

# Benefits

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## Increase efficiency & improve communication

- Ensure timely delivery of personal information and personal health information via email
- Enable peer-to-peer interaction for improved treatment decisions through consultation, referrals and assessments
- Large message handling capabilities
- Reduce operational costs by eliminating paper-based processes, faxing and couriering

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## Secure messaging service

- Geographically distributed data centers with disaster recovery capabilities
- Published array of redundant smart hosts provides highly available Simple Mail Transfer Protocol servers for all partners

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## Direct routing & redundancy supported

- Subscribers leverage smart host delivery eliminating local queuing
- Reduced domain name service resolution load for clients
- Partnered organizations are configured to send all emails directly to ONE Mail's secure routing layer
- Supports delivery of email to organizations with multiple mail gateways

## Encryption & anti-virus/anti-spam protection

- Public Key Infrastructure certificates provided at no cost
- Built in encryption using forced transport layer security
- Continuous protection against viruses, spoofing and spam using the latest industry leading technology
- Notifications using subject line tagging allows recipients to quickly identify potential spam

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## ONE Pages access

- Access to hundreds of thousands of registered users across the health care continuum
- Available through an IP-restricted secure website or Lightweight Directory Access Protocol address book
- Stringent controls to ensure directory access is limited to authorized users
- Daily synchronization allows users to quickly publish updates of selected contacts

# Sign Up for ONE Mail Partnered

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## Interested in signing your organization up for ONE Mail?

Simply download the Request for Service form on our website and return it completed to us at [onemailinfo@ehealthontario.on.ca](mailto:onemailinfo@ehealthontario.on.ca).

# Need Support?

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## Notify your Help Desk

Organizations should contact their internal help desk as their first line of support. If the issue is related to our services, your help desk will refer the matter over to us. Our service desk is available 24 hours a day, seven days a week.