



OntarioMD.ca

ONE[®] Mail

ONE Mail Security

Your ONE Mail account provides security for your e-mails to and from other OntarioMD.ca users

This tutorial explains the security features of ONE Mail and shows you how to safely:

- Send and receive e-mail
- Open attachments
- Send personal health information to another physician

Collaborate securely anywhere and anytime

- You receive an e-mail from a radiologist with results for one of your patients
- You want to obtain additional opinions from two Orthopaedic experts – one from Ontario but who is outside the province temporarily, and the other lives and works outside Ontario



Your messages are available through OntarioMD.ca

- Log onto OntarioMD.ca
- Use your connection which is secured using Secure Socket Layer (SSL) encryption after you have logged on



SSL stands for **Secure Socket Layer**. It is an encryption protocol that allows confidential data to pass over the Internet without being vulnerable to interception, eavesdropping or hackers. The information is broken down into a complex code, sent over the Internet and decoded at the other end. If somebody intercepts in along the way, all they would see is gibberish.

How do I know if my connection is secured using SSL?

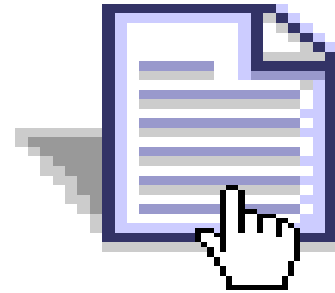
The ability to send and receive over SSL is already built-in to all major browsers. It's easy to tell when a server is using SSL security because the address in the URL window of your browser will start with *https*. The "s" indicates a secure connection.

You notice a new message from a radiologist in your Inbox

- To view it, double click on the message in the Inbox, which launches a Microsoft Outlook Web Access (OWA) window

Note:

- All Inbox messages are stored in a Secure Mail Server, separate from OntarioMD.ca. The connection to it is secured using SSL. Therefore, you can be confident that the message is secure in storage and when it downloads to your computer



Security Tips

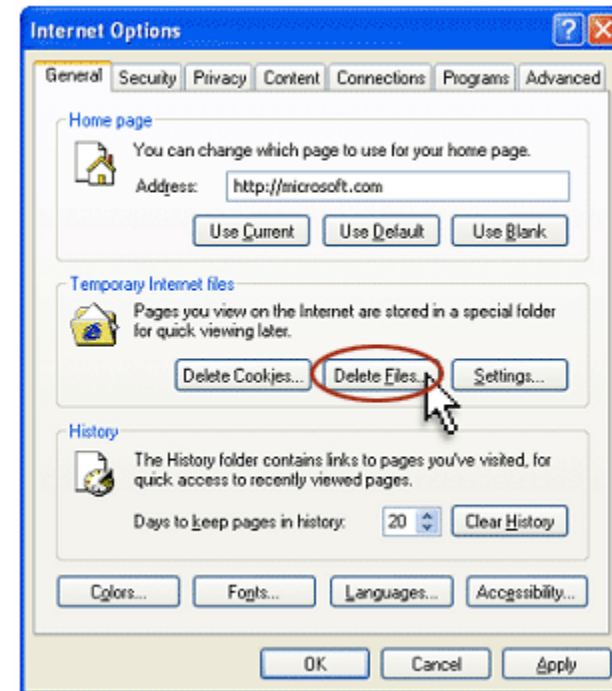


You use a user name and password provided when you register with OntarioMD.ca and ONE Mail. Using your identity securely means:

- **NEVER** share your password with anyone, or leave it written down where someone can see it
- Being aware of where you are, especially when viewing sensitive information that should not be viewed by anyone else
- Clearing the cache with Internet browser tools to delete information others can access after you have logged out
 - **Tech Tip on How to Clear your Cache (See next slide)**

Tech Tip - Clearing your Cache

- On the Internet Explorer **Tools** menu, click Internet Options, The Internet Options box should open to the **General** tab.
- On the **General** tab, in the **Temporary Internet Files section**, click the **Delete Files** button. This will delete all the files currently stored in your cache
- Click **OK**, and then click **OK** again





To save a copy of the radiology report in your patient file:

- Select Save from the menu, then select a location and file name on your computer. A copy is then saved on your computer. This copy will not be secured in storage as it is outside of the Secure Mail Server
- The original message remains securely stored on the Secure Mail Server

Security Tips



Copies of e-mails or attachments saved on your computer are outside of the ONE Mail system. Therefore:

- **It is your responsibility to protect saved copies with sensitive content as you would protect paper records**
- **Use local computer security practices. E-mail Security Best Practices tells you how to do this.**

After you have reviewed the results, you want to send it with comments to two orthopaedic specialists:

- Use the compose e-mail feature to write an e-mail and attach the saved report
- Click on the To... box to open the Address Book from which you can select the e-mail address of your recipients

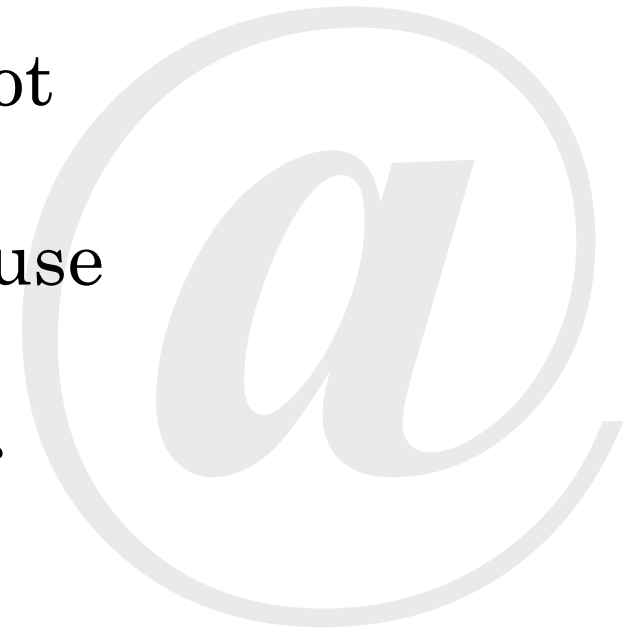



Addressing a message to someone in the Address Book:

- Select an e-mail address from the Address Book for all registered users
- When you send the message, it goes securely to any other e-mail account of registered users
- Even if users are outside Ontario, they can access e-mail using a laptop connection to the Internet and it will be stored and retrieved in the same secure way you use at your office

Addressing a message to someone not on the Address Book:

- Do not use addresses that are not in the Address Book (e.g. a physician outside Ontario) because they are not registered users
- Although you have a Hotmail or other account for an out-of-province physician, use other means to send the report





Why not to send an e-mail with sensitive information to a non-OntarioMD.ca account?

Because messages to non-OntarioMD.ca accounts will not be:

- Sent securely
- Secure when stored in the receiver's mailbox

Security Tips



- Follow all Privacy and Security guidelines and legislation when sending Personal Health Information by e-mail, just as you would for paper documents.
- Review the supplied *E-mail Security Best Practices and E-mail Acceptable Use Policy*

Summary

- **ONE Mail provides secure e-mail to you**
- **You are responsible for the security and safekeeping of your user name and password – never share them with other people, not even those who work in your office**
- **Any messages or attachments saved on your computer are your responsibility. Treat electronic records as you would paper records. Review the *Acceptable Use Policy***
- **You are responsible for maintaining the security of your computer, including virus protection and physical security. Review the *E-mail Security Best Practices***



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