E-Mail Policy

GMEC approved: March 2007
GMEC updated & approved: July 2011
GMEC updated & approved: February 2015
GMEC reviewed & approved: April 2017

Purpose
Communication between residents, fellows, faculty, program directors, coordinators and the GME office is critical to the functioning of training programs. Frequently, important information and announcements are disseminated to training programs and their participants. In addition, protected information often needs to be shared to enhance patient care and training requirements (i.e., case conferences and/or morbidity and mortality, etc.). Having this information transmitted on a secure server is of utmost importance.

The purpose of this policy is to:

• Help assure that communications among School of Medicine faculty, staff, and residents are secure, especially those communications via electronic means that may contain Personal Health Information (PHI).
• Provide a reliable and consistent means of exchanging official communications via email among administration, faculty, residents, and staff.
• Facilitate communication among School of Medicine faculty, residents, and staff with outside entities by providing official, institution-sponsored and identified email accounts to all.

Policy
All faculty, residents, fellows, staff and administrators must have an assigned wayne.med.edu or wayne.edu email address.

• All official communications will go through that address.
• PHI can only be transmitted to a user who is authorized to view the PHI and who also has a med.wayne.edu or wayne.edu email address.
• All faculty, residents and/or staff may not send any communication that contains PHI and/or confidential resident information through a commercial email account such as Hotmail, Gmail, Yahoo or AOL.
• Program directors and coordinators must use school of medicine email addresses in all correspondence to faculty, residents, fellows and school administration.
• Residents, fellows and faculty must check their school of medicine accounts regularly to ensure that they are not missing important information. Failure to meet deadlines etc. because of failure to check School of Medicine email will be addressed by program directors as a professionalism deficiency during semi-annual evaluations (see Professionalism policy).

Definitions under this policy

Protected Health Information (PHI): PHI is considered to be any information that is created or received by WSUPG as a health care provider and relates to an individual’s past, present or future
physical or mental condition, healthcare, and payment for health-related services. PHI also includes any data that clearly identifies the individual (i.e. Name, SSN, MRN or credit account numbers) or can be used to find the person’s identity (i.e. address, telephone number, DOB, e-mail address, names of relatives, employer).

**Monitoring**

The GMEC will monitor compliance with the institutional policy through the following venues:

- ACGME Annual Resident Survey
- Annual GME Resident evaluation of the program
- ACGME Annual Faculty Survey
- Annual GME Faculty evaluation of the program
- Resident Quality Council
- Anonymous contact via hotline and/or online complaint form

**References**

[WSUPG](#) Policy for Emailing Patient Information (secure website)

[WSU SOM](#) policy for official communication

[WSU C & IT](#) Policy for Access IDs, Electronic Mail and Directory Services