

What is ONE Mail?

ONE Mail is an email platform that was created by eHealth Ontario (formerly SSHA). The main features include built-in anti-virus, anti-spam filters and, most importantly, the content encryption while traversing between sender and recipient accounts. The platform lets health care professionals send patient information quickly, confidently and securely between registered users. There are two solutions on the ONE Mail Platform – ONE Mail Partnered and ONE Mail Direct.

- (1) ONE Mail Partnered allows health care organizations to use their existing email system to exchange email messages with users from other participating organizations. NYGH implemented the ONE Mail Partnered program in 2008.
- (2) ONE Mail Direct is an email product which is available for healthcare professionals or small healthcare providers who do not have their own email system but would like to exchange clinical information with others on the ONE Mail platform. To enquire about ONE Mail Direct, please call eHealth Ontario at 1-866-250-1554.

What is ONE Pages?

ONE Pages is a searchable directory of registered users on the ONE Mail platform including:

- (1) ONE Mail Partnered email accounts (all NYGH email accounts are part of this program).
- (2) ONE Mail Direct email accounts.

Every contact appearing in ONE Pages has been verified through eHealth Ontario, giving healthcare providers the assurance that contacts are who they say they are. It allows registered users to:

- Search for individuals and groups of health care professionals based on name, department and/or organization
- Send email with confidence that it is secure enough to use for patient information and will reliably go to the intended recipient

What functionality is becoming available on November 1st?

The NYGH email system will be connected to eHealth Ontario's ONE Pages infrastructure, enabling user's access to the listing of secure email accounts across provincial healthcare organizations. This functionality will only be available to users with NYGH email accounts.

A new address book subdirectory will appear in Microsoft Outlook called "ONE Pages." This subdirectory will hold a complete listing of secure email addresses that are part of the provincial ONE Mail network so staff can easily search for names and email addresses of individuals in other organizations (e.g. hospital partners and system partners).

What are legislative requirements in exchanging clinical information via email?

The Information and Privacy Commissioner of Ontario, Dr. Ann Cavoukian, ordered in the HO-004 that "PHI (Personal Health Information) of this very sensitive nature must be either de-identified or **encrypted** if on disk, **e-mailed** or stored..."

What are the NYGH policies in terms of sending clinical information via email?

NYGH commits with complying with all legislative requirements when comes to patient privacy. The Mobile Devices, Removable Storage Media & Personal Health Information Security policy (V-75) asks NYGH staff on page #3 to either transmit clinical information **between NYGH email accounts** or **use the ONE Mail platform** in transmitting PHI with registered ONE Mail users. All users in the ONE pages subdirectory are registered ONE mail users. Additionally, Section #6 of the Email Policy (X-15) lists “Clinical information, patient information or administratively sensitive information may be communicated via email internally, but must not be sent to recipient(s) outside the hospital unless secure (**encrypted**) mechanisms have been installed.” Sending this information to an email address in the ONE pages subdirectory is considered secure. This secure mechanism is an additional option for healthcare professionals to utilize, it is not mandatory.

I have an NYGH email account. What should I do before sending clinical information via email to a non-NYGH health care professional?

Please ensure that the intended recipient(s) are listed in the ONE Pages Directory.

I don't have a NYGH email account. What can I do to comply with the legislative requirements and NYGH policies around sending clinical information via email?

If you are a registered healthcare provider and do not have an NYGH email account (or other ONE Mail Partnered email address), please contact eHealth Ontario at 1-866-250-1554 for ONE Mail Direct. The solution will put you on the ONE Mail platform so you can do so.

How can I access the ONE Mail & ONE Pages training documents when I am not on the NYGH network (e.g. at home etc.)?

The same documents are listed on the “For Staff” page on the NYGH external website:

http://www.nygh.on.ca/For_staff/links.html

Where can I find more about Patient Privacy and ONE Mail/ONE Pages information?

Rita Reynolds in the NYGH Privacy Office at Rita.Reynolds@nygh.on.ca or 416-756-6448.

Information and Privacy Commissioner of Ontario website: <http://www.ipc.on.ca/english/Home-Page/>

eHealth Ontario ONE products website: http://www.ehealthontario.on.ca/programs/one_mail.asp