



Internal Medicine Residency Program
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Guidelines for the use of email for sharing patient information

Key Messages from the Residency Program Committee

1. This document is a summary of Alberta Health Services Email Policy #1113-01. Please see that policy for full details.
2. Email transmission of personal identifiable health information being initiated by AHS representatives must originate from an AHS email address.
3. Internal (AHS) email communication does not require encryption.
4. AHS representatives must use email encryption and Information Technology (IT) security processes before transmitting personal identifiable health information to an external email address. Further information on email encryption is found on *Insite* or by contacting the IT Service Desk
5. Only the least amount of information necessary shall be transferred by email. The email subject line may provide general detail regarding the purpose of the email, but must not disclose any personal identifiable health information.
6. Information required to positively identify a patient, including the patient's first and last name, and personal health number (PHN), must be placed in the email body and/or attachment (if applicable).
7. AHS representatives must ensure that the recipient of an email containing personal identifiable health information has read and received the message by asking for confirmation of receipt and if the message was understood.