

Live. Learn. Hope.

Webmail

How to SEND a secure message...

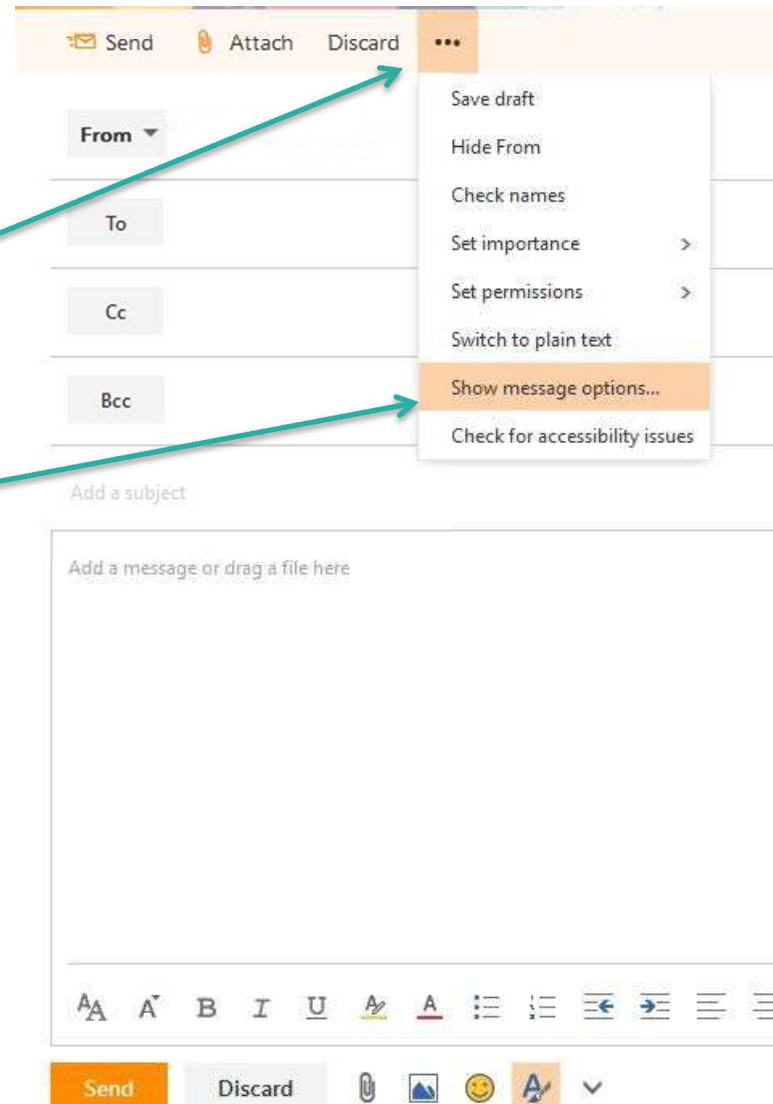


NORTHWEST
Kidney Centers

Webmail – Start New Email



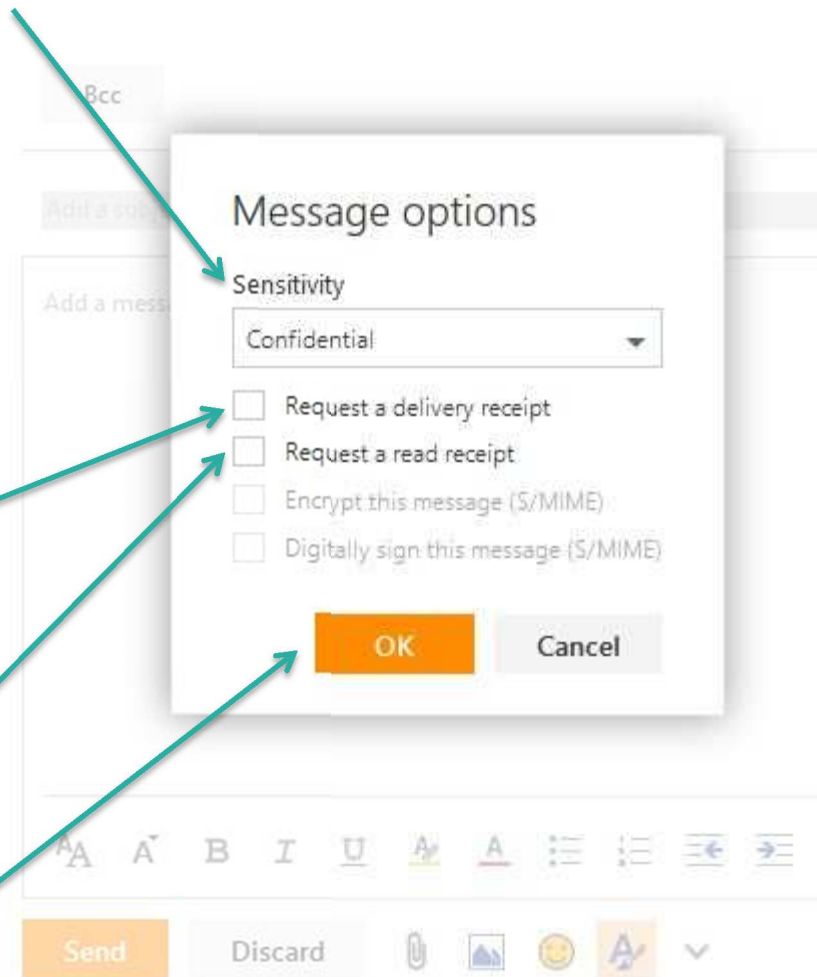
- Start a new email message
- Select “...” (aka Ellipsis button)
- **Select “Show message options...”**
- **NOTE:** these same steps can be used when replying to or forwarding an existing email



Webmail – Message Options



- Sensitivity has four options:
 - “Normal” (default)
 - “Personal”
 - “Private”
 - **“Confidential”**
- **Select “Confidential” to send a secure message**
- Check “Request a delivery receipt” if needed for the email
- Check “Request a read receipt” if needed for the email
- Click the OK button



Webmail – Pause and Verify



- Carefully insert addresses
- Type your subject line (remember do not put PHI in the Subject line)
- Type the content of your email

Pause and Verify addresses and that confidential is in the subject line

- **Final step: “Send”**

Send Attach Discard ...

This message has been marked as Confidential.

From

To Austin Ross x

Cc

Bcc

Confidential - Catheter Removal

Dear Dr. Noname, Medical Director - NKC

As you know we have been working on catheters. I want you to know that our last catheter, that of Mrs. Smith, has been removed. Hooray!

We will discuss at QA/PI this month.

Thank you for your support.

Your name

Send Discard

Draft saved at 2:28 PM

Webmail – Questions?



If you have questions, please
contact our Northwest Kidney
Centers Helpline at:

206-292-2579

Thank you!