



## Policy

**TITLE:** Email Access and Use

**EFFECTIVE DATE:** 1/1/10 Revised 3/22/22

**APPROVER(S):** Dean of Medical Education, OCS Head of School

**NUMBER:** Reference # OCS 15329.2

### I. Purpose

**\*Ochsner Clinical School Students will adhere to all institution policies and guidelines for email access and use. Institution Policy # 15329-2 follows. "Student" can be substituted for "employee" in the institutional policy.**

Ochsner Clinic Foundation's email system is to be used for business communications as described in this policy. OCF management reserves the right to inspect, monitor, record or delete any communications. While only authorized personnel will take these actions when circumstances warrant, employees should not have any privacy expectations in their email communications. Microsoft Outlook is the Ochsner Clinic Foundation (OCF) standard email and calendar/scheduling system.

### II. Policy Statements

- A. The OCF email system is a communications system. The purpose of the email system is to facilitate business communications. It is not intended to replace formal business communication which should be transmitted by letters or other documents, to replace all telephone communications, or to be a vehicle for non-business communications.
- B. Email messages may be transmitted internally or to recipients outside the OCF network using the Internet. The OCF email system can be accessed remotely from any properly equipped computer using the Internet or OCF's remote access system.
- C. The data that accompanies an email transaction can vary from a brief message to a large, attached file. Without concern for size, storage, archiving and management of data generated, performance of the email system becomes unpredictable and data security and integrity may be compromised. Accordingly, Groupwise content is retained for a limited time and attachments are subject to restriction.
- D. In addition to email, the Microsoft Outlook system offers scheduling functions and provides facilities for recording notes or tasks.
- E. Mailboxes will be assigned to OCS Students as appropriate. Each email user is given a "User ID" and is responsible for creating a unique password to prevent unauthorized access.

- F. It is the responsibility of each user to guard the confidentiality of his or her password in accordance with the Confidential Information Access-Employee Agreement.
- G. Mail messages will be deleted from the "In Box" and placed in the "Trash Bin" 60 days after receipt. Mail messages will be deleted from the Trash Bin 7 days after they are placed there.
- H. Appointments, Tasks, and Notes will be placed in the Trash bin 60 days after entered. Appointments, Tasks and Notes will be deleted from the Trash Bin 7 days after they are placed there.
- I. Once deleted from the Trash Bin, items are generally unrecoverable.
- J. Users are responsible for manually archiving or printing items they wish to retain for longer periods of time.
- K. Files attached to an email message should be no larger than 2MB. Files larger than 2MB will be deleted the next business day after they are sent. The preferred method for sharing large files is to place them on a file server drive.
- L. Unless special arrangements are made with the approval of the Chief Information Officer, mailboxes will be deleted immediately upon termination of employment with OCF. All items in a deleted mailbox will become unrecoverable.
- M. Any item sent, received, or stored through the email system is the property of OCF and may be audited by management at any time. Until items have been deleted, either by the user emptying the Trash Bin or by the time delete process, they are recoverable and legally discoverable. It may be possible to recover some previously deleted message from the mail server's disc storage system. Bearing this in mind, email messages should never include compromising or embarrassing content. The
  - a. systems and communications may be subject to subpoena or other legal process. Employees should not communicate anything in email that they would not want read by anyone other than the addressed recipients.
- N. Patient specific information must never be sent via the internet to a non-Ochsner address without encryption provided by Information Services.
- O. Managers are responsible for verifying that employees do not misuse OCF Internet email resources.

**Examples of misuse include but are not limited to:**

- Any activity that is unprofessional, unethical, or illegal
- Harassment or defamation of other employees or third parties
- The unauthorized distribution of copyrighted materials
- Communication of any Ochsner confidential information without proper authorization
- Actions to further any non-business activity
- Usage beyond occasional non-business use.

- P. The email communication system may not be used in any way that may be disruptive, offensive to others, or harmful to morale. Anyone violating this policy will be subject to corrective action up to and including termination of employment.

### **III. Enforcement**

Failure to comply with this policy may result in progressive discipline up to and including termination of employment for employees or termination of contract or service for third-party personnel, students or volunteers.

### **IV. References**

**Former AOMF Policy #:** 8480-1-7

**Former OC Policy #:** 1300.4, OCF 8480-2