SAN MATEO COUNTY HEALTH
BEHAVIORAL HEALTH & RECOVERY SERVICES

Attachment C
Sending Secure Emails

Emails

Secure email should be the default format used when emailing outside of the County system. Secure email should always be used when communicating with other professionals. Email may be sent unencrypted (not secure) when emailing clients only if the staff follows procedures detailed in BHRS Policy 22-07 Electronic Communications Policy (Communication with Clients) regarding email use with clients.

Secure Emailing

Do not include PHI in email the subject line or body of the message.

Sending Messages as Confidential/Encrypted

To send your message encrypted there are 2 methods you can use:

Method 1 – #sec#

In the Subject line enter #sec# and then your subject line title, (e.g. #sec# Information Regarding New Referral).

Method 2 – Send as Confidential

Step 1: Click on the "File" option in your Outlook.
Step 2: Select "Properties"
Step 3: For the "Sensitivity" section, select "Confidential"

For more detailed instructions, including screen shots, please visit the following resource on the ISD SharePoint website:
https://smcgov.sharepoint.com/sites/ISD/Intra/Shared%20Documents/Office%20365/Message%20_Encryption_with_Mimecast.pdf

Group Emails

When sending or replying to emails with multiple recipients, in addition to the above instructions, please ensure the following:

- All recipients are intended to and are permitted to receive the information contained in the email.
- Ensure that clients are not included in the "To" or "CC" section of emails with other clients. If sending an email to multiple clients, it is best practice to send individual emails, or to include the clients' emails in the BCC (Blind Carbon Copy) of the email so that email addresses are not visible to other recipients.