# **HIPAA Compliant Email FAQ**

One of the most common questions we get is how to safely send participant information via email. We created this example guide to help inform best practices.

## **Example: Non-HIPAA compliant email**

***Unencrypted/Unsecure email***

Subject: Participant outreach

Hello Jane,

Kris Timber from my Living Well with Chronic Pain class didn’t come to class today. Can you call her? Kris’ phone number is 123-456-4891.

Thank you!

Patrice

Why is this not HIPAA compliant?

* The service the person is receiving, Living Well with Chronic Pain, is listed.
* The person’s identifiable information, name and phone number are listed.
* The email is not secure.

## **Examples: HIPAA compliant email**

### **Best practice:**

The recipient is directed to the secure yourjuniper.org site to access the participant’s identifiable and service information. This email does not have to be encrypted because no identifiable information or services are being shared in the body of the email.

***Unencrypted/Unsecure email***

Subject: Participant outreach

Hello Jane,

KRTI56 from class #4512 come to class today. Can you call them? You can find their contact information in their participant registration, <https://mis.yourjuniper.org/Classes/4512/Participant/99999>.

Thank you!

Patrice

### **Alternative:**

Sometimes linking to the participant’s profile in the MIS is not possible. In that case, we want to ensure the email is encrypted/secure. Encrypted/secure email allows us to share identifiable and service information. Please check with your organization about options to ensure email encryption.

***Encrypted/Secure email***

Subject: Participant outreach

Hello Jane,

Kris Timber from my Living Well with Chronic Pain class didn’t come to class today. Can you call her? Kris’ phone number is 123-456-4891.

Thank you!

Patrice