

Using secure email



Protected health information (PHI)

NRC Health policy prohibits emails containing PHI. Though your organization may take steps to encrypt messages, receiving messages with PHI is a violation of NRC Health's policies. In the event an NRC Health associate's email was phished and compromised, the data contained within even encrypted emails would be breached and subject to HIPAA breach reporting.

SECURE EMAIL

To assist our customers who wish to use Microsoft's native secure email, we have created a secure email account (secure@nrchealth.com). This secure account is the only NRC email address authorized to receive any personal information related to a patient and/or specific encounter(s). Please do not include individual members of your NRC Health team as recipients of secure emails.

WHAT INFORMATION IS PHI?

PHI is any information which could be used to identify an individual. This includes, but is not limited to; name, date of birth, phone numbers, medical record numbers, and dates of service. Please use secure@nrchealth.com if your request contains any information which could be used to potentially identify a patient.



WHEN TO USE SECURE EMAIL

Some examples of when to use secure@nrchealth.com include:

- 01** Providing a patient name, phone number, email or date of birth to see when a patient received a call.
- 02** Including an MRN or visit date to refer to a specific comment left by a patient.
- 03** Requests to remove a patient from additional outreach.