

This is from the Privacy Fact Sheet Use of Individually Identifiable information in Microsoft Office Applications and Vista

<http://vaww.vhaco.va.gov/privacy/Communications/FactSheetVol10No05.doc>

If sending non-PII or PHI communication to more than one Veteran, there are various options available. A facility policy on emailing using one-way communication is recommended.

- All communications must receive approval as designated within policy. It is recommended this person be the Privacy Officer or designee who can ensure no privacy information and/or marketing information is disclosed.
- Place a disclaimer within the email that this message is not secure and recipients should not reply back to the sender with any protected health information or individually identifiable information. Email should contain a facility contact telephone number. It is recommended this disclaimer be placed at the very beginning of the email. Example of a disclaimer:

\*This email is provided for informational purposes only. Please do not reply to this email directly. Do not communicate any individually- identifying information or your protected health information via email as VHA will not reply back due to privacy concerns. Veterans are encouraged to use Secure Messaging that is available through MyHealtheVet. If you have any questions concerning this email, please contact <Insert Name and telephone number>.

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