
Communiqué

DATE: September 6, 2019
TO: All Hospitals
FROM: Bob Swiatoschik, Director of Information Technology
RE: Email Auto-Forward Disablement (effective October 6, 2019)

In an effort to maintain the highest level of privacy and confidentiality, effective October 6, 2019, TransForm will disable auto-forwarding to external emails (e.g. Google, Hotmail email accounts) of all hospital corporate emails. This practice is a violation of documented hospital IT policy and is also potentially an unmanageable privacy risk for hospitals. If your corporate email account is set to auto-forward to an external email address, please disable that setting as it will no longer work after October 6, 2019.

Below are answers to some common questions you may have.

1. Can I still forward an e-mail?

Yes. You can manually forward an email to any e-mail account when necessary. Since you are consciously selecting the email to forward, this is not a breach of confidentiality or privacy, assuming you have a legitimate business need to forward an email, and it does not contain any patient health information or other hospital sensitive data. If you are unsure if an email can be forwarded, please contact your manager or Chief Privacy Officer (CPO).

2. Can I auto-forward corporate e-mail account to another corporate e-mail account?

Yes. This will continue to be an available option and will not be disabled. Current corporate email accounts on auto-forward to other internal corporate email accounts will not be impacted. Since the target e-mail account is within the corporation's environment, this would not be a breach of confidentiality or privacy.

3. What should I do if I did have my corporate email account set to auto-forward to a non-corporate email account?

You should disable that setting. It will stop working on October 6, but in the meantime it is best that you disable the option in your email profile. You should also review what emails you have been receiving in your non-corporate email account and ideally purge them. If you identify any email that may have contained content that was potentially sensitive, please notify your CPO.

If you have any questions or concerns, please contact your hospital's Chief Privacy Officer (CPO).