



As part of our ongoing efforts to protect patients' information and to be compliant with HIPAA regulations, Texas MedClinic will be implementing Email encryption for its employer clients.

**What is email encryption and why do we need it?**

- a) According to the HIPAA § 164.304 definition, "*Encryption* means the use of an algorithmic process to transform data into a form in which there is a low probability of assigning meaning without use of a confidential process or key."
- b) HIPAA regulations state – health information sent via electronic means must be protected against unauthorized access and as a result, Texas MedClinic will implement policies and procedures that will meet these requirements.

As a medical provider, we are required to protect or encrypt documents when emailing them to a third party. By encrypting these documents we can ensure that the patient's Protected Health Information (PHI) is protected during electronic transmission. Some of the documents that will now be encrypted include:

- 1. TWCC 73 forms
- 2. Drug Test results
- 3. Encounter Notes
- 4. Bio Report Forms
- 5. Breath Alcohol Test results

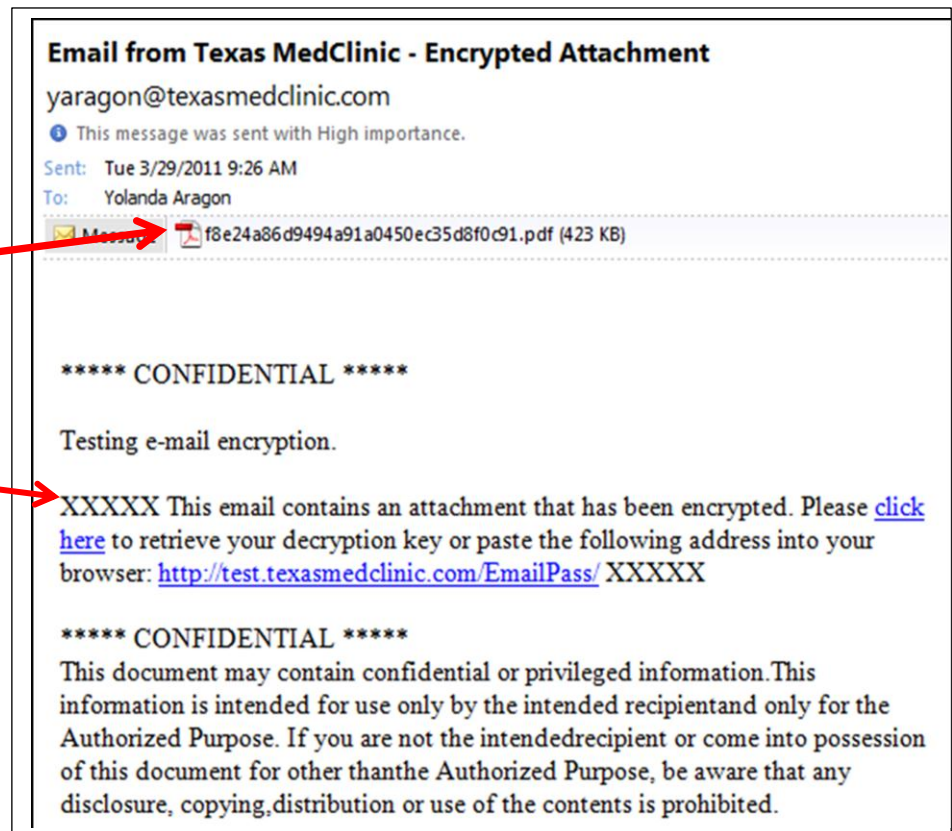
To help ease the transition to email encryption, we have created a handout that shows you how to retrieve your password and use it to view encrypted documents. Should you have an issues opening an encrypted file that you have received from Texas MedClinic, please contact:

**The Marketing Department**  
210.349.5577 – San Antonio  
512.486.6110 – Austin

## What will the encrypted Email I receive from Texas MedClinic look like?

The recipient will receive a standardized Email message in their inbox similar to this:

- The Email will be sent from TMC with **High** importance!
- It will contain an encrypted PDF attachment.
- Texas MedClinic has placed a user message that will display here:
- To retrieve the password, the recipient will click on the [click here](#) link or paste the address provided into an internet browser.



Note: The password you receive has been chosen for you and you will NOT be able to change the password. If you forget your password you can retrieve it any time by clicking on the "click here" in the user message that displays at the bottom of the email.

## Retrieving a Password

- After clicking on the “[click here](#)” link, you will be redirected to a webpage where you will need to input your email address.
- Then click, **Request Password.**

**Texas MedClinic** 

Home [FAQ](#) [Contact Us](#)

### Access Your Medical Records

Texas MedClinic is committed to ensuring privacy for all patients. HIPAA regulations state that health information sent via electronic means must be protected against unauthorized access and as a result, we have implemented policies and procedures that will meet these requirements in order to comply.

All medical documents sent electronically will be encrypted to protect Personal Health Information (PHI). To view the encrypted documents sent to you, please provide your email address in the form to the right. You will receive an email that contains the password allowing you to view these documents.




**Request your password now!**

Email address

**Request Password**

Once you have successfully requested your password, the following message will appear.


**Texas MedClinic** 

Home

### Access Your Medical Records

**Thanks!**

A copy of your password has been sent to [gdeaver@texasmedclinic.com](mailto:gdeaver@texasmedclinic.com).



- You will receive a second Email in your inbox from Texas MedClinic
- Your assigned password will display in the body of the Email.

From: Texas MedClinic <noreply@texasmedclinic.com> Sent: Tue 11/29/2011 9:31 AM  
To: Gwynn Deaver  
Cc:  
Subject: Your Requested Information

Thank you for requesting your password. All medical records transmitted to you at the email address from Texas MedClinic can be viewed by using the password below:

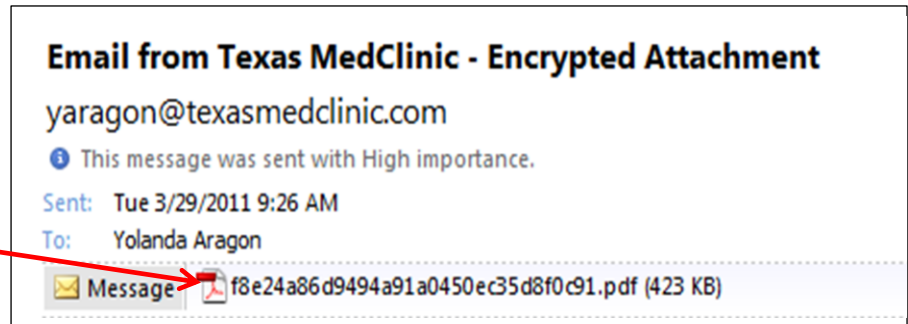
**Your 8 character password will display here**

If you forget this password, simply visit <http://access.texasmedclinic.com> and resubmit your email address to receive a password reminder.

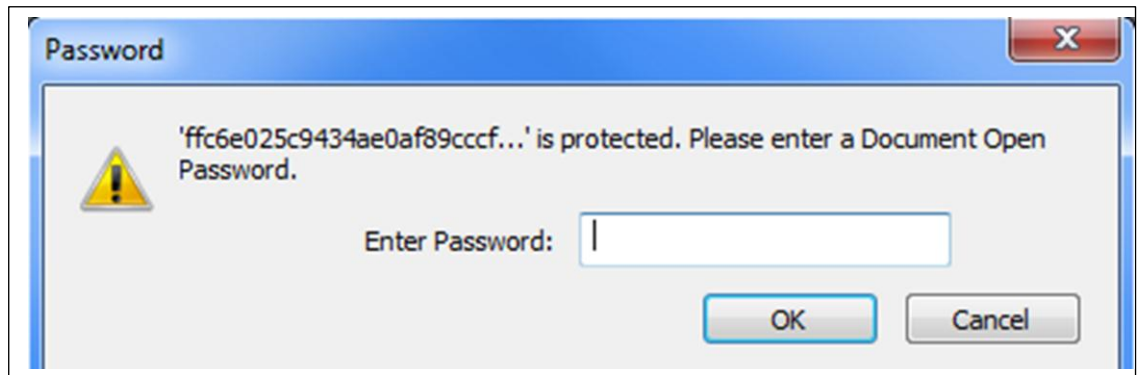
We are open 8am – 11pm, Every day  
For more information about our services, visit <http://www.texasmedclinic.com>

## Opening the encrypted PDF attachment from Texas MedClinic

Open the PDF Attachment



1. A **Password** dialog box will open and prompt you to input your password.
1. Type in your assigned password and click, **OK**.
2. The medical records will now be viewable by the recipient.



## **Frequently Asked Questions**

### **Do I need to obtain a new password for each new encrypted Email I receive from Texas**

**MedClinic?** No. Once you have registered your Email address and obtained a password for the first time, you will continue to use that password to open each new encrypted PDF attachment you receive from Texas MedClinic.

### **Can I forward an Email with an encrypted PDF attachment and share my password to allow someone else to open it?**

No. The PDF attachment may only be opened with the original recipient's password.

***Note:** Texas MedClinic has sent the PDF to your company as an encrypted file and therefore, we have complied with State and Federal regulations regarding protection of Protected Health Information (PHI). The continued protection of PHI contained on these documents, once received by your company, becomes the responsibility of your company. Any transmission of these documents without encryption or sharing your encryption password may place your company at risk for violating Federal and State laws regarding PHI.*

### **If my Email address changes will I use the same password? May I change my password ?**

You will need to obtain a new password, which will be tied to your new Email address and because your password is automatically generated it may not be changed.

### **What happens if I lose my password?**

Follow the same steps you used to retrieve your password the first time by clicking on the "click here" link located in the original Email. Enter your Email address in the "**Request your password now!**" field and then click, **Request Password**. You will receive an Email containing a copy of your password.

### **Why am I not receiving the Email with my password?**

Please add [noreply@texasmedclinic.com](mailto:noreply@texasmedclinic.com) to your address book to ensure the Email with your password is not being delivered to your spam folder. Check with your IT Department to ensure that the [noreply@texasmedclinic.com](mailto:noreply@texasmedclinic.com) is not being blocked by your company's email filter.