Texas MedClinic®

Urgent Care...For Life's Little Emergencies™

Effective October 1, 2013 Texas MedClinic will be implementing a NEW system for email encryption through ZixCorp®. This system will allow Texas MedClinic to encrypt all outbound emails that contain Protected Health Information (PHI). ZixCorp® allows employers to easily forward, download, print, and save documents containing PHI, alleviating many of the issues caused by our current encryption system. The second page of this letter explains how to retrieve encrypted email sent through ZixCorp®.

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. Patient Visit notes
2. Lab Results
3. Patient charts
4. Work/School Certificate
5. Prescriptions

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.

What will the new encrypted email look like?

New ZixCorp secure email message from Texas MedClinic

Open Message

To view the secure message, click Open Message.

The secure message expires on Sep 09, 2013 @ 06:06 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, cl Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.
https://web1.zixmail.net/s/e?b=texasmedclinic&

Want to send and receive your secure messages transparently?
Click here to learn more.

The user will receive an email from ZixCorp® stating that they have a new secure message from Texas MedClinic.

- To view the message, the user will need to click on "Open Message."

- The "Open Message" link will take the user to a Texas MedClinic branded portal provided through ZixCorp®.

- First time users will need to create their own password. **Passwords will no longer be generated by Texas MedClinic.**

- Once logged in the user will be able to see the email, download attachments, reply, and forward the email.

- **Attachments will no longer need a password to be opened**. Instead you will log into the ZixCorp® to retrieve the attachments.

- **DO NOT REPLY THE EMAIL MESSAGE SHOWN ABOVE.** This email simply notifies you that a secure messages is now waiting for you on the portal. To reply, you need to LOG IN to the portal.

Note: Users will now create and control their passwords for encrypted email from Texas MedClinic. Please do not share or email your password to others.

Creating a Password

- After clicking on the "Open Message" link, you will be taken to a Texas MedClinic branded portal created through ZixCorp®.
- The link will use your computer's default internet browser to open the Texas MedClinic branded portal.
- Your email address will be pre-filled in the email address field.
- If you have never used ZixCorp® before, select "Register" under "New to secure email?"
- Follow the steps provided to create a password. Once a password has been created you will be able to view the encrypted email.

Note: If other vendors or providers have sent you encrypted emails through ZixCorp® previously, you have already established a password. This password will work for any email sent by Texas MedClinic

Viewing the encrypted email

1. This is where you will retrieve your email sent by Texas MedClinic.

2. From here you will be able to download attachments and reply, forward, or delete emails.