

Appendix 4 - Communicating by Email with the NHS

Advisory Leaflet for Patients

1 The Risks

This leaflet is to provide you, as an NHS Fife Patient, with information about the risks of receiving and sending emails from/to NHS Fife from/to your own email address. These e-mails could possibly contain sensitive medical information about you.

Once you have read and understood the risks described in this document, you should be able to make an informed decision on whether or not to use email to communicate with the NHS, especially if they contain personal information.

Emails from NHS Fife use Office 365 and while they are in transit within the Scottish NHS network they are secure from interception and hacking.

If an email is sent from the NHS network to you and you have an email like Gmail, Yahoo, Hotmail etc it will enter the internet (otherwise known as the world wide web (www)) – emails are not that safe on the WWW.

The risks to your personal information could be that:

- the information is intercepted and hacked;
- it is not delivered;
- is not delivered promptly;
- it is identified as spam and not put into your inbox;
- the wrong email address is used and it is sent to another person in error (this is the most frequent risk);
- the computer being used to access the email has a virus that allows access to the information provided;
- the internet email provider is hacked and the information is stolen;
- the information is transferred outwith the UK to a country which does not have the same level of privacy laws;
- NHS Fife will only use your personal information for the purposes of medical care, but if your information gets into the public domain there is a risk that it may be used for other purposes, such as direct marketing or identify theft.

If any of the above examples happen, it could have a serious impact on your privacy and potentially your ongoing health and wellbeing (e.g. you don't get a treatment you need because the email went to your spam folder and you didn't notice). If medical information about you is released into the public domain, it could cause embarrassment, invasion of your privacy and possible consequences regarding, for example, health or life insurance.

NHS Fife will try to take what steps it can to reduce these risks, however human error and technical glitches may make them ineffective.

2 Written consent

If you wish to accept the risks stated above and decide to receive information about you your health care provider will ask what types of information you wish to have sent by e-mail and you must give written consent. The types of e-mails you will be sent will fall into 'green' or 'amber' categories that are explained below.

You have the right to withdraw your consent at any time and no further e-mails will then be sent to you. To withdraw consent you should speak to your health care provider, or e-mail or write to them. Communications by email will continue to happen until your health care provider replies, in writing, to your request to withdraw.

You will be asked to renew your consent for e-mails at regular intervals so that our records are kept up to date.

2.1 Categories of Information that may be sent to you by e-mails from NHS Fife

GREEN: Unclassified Information

This is information which is unlikely to cause distress to individuals, breach confidence, or cause any financial or other harm to the organisation. This can include information which mentions only a person's name (e.g. routine appointment confirmation letter) as long as it does not contain anything that is judged to describe a person's physical or mental state.

Note: The sensitivity level and impact can also vary depending on the volumes (e.g. a corporate document with just one name of an employee may be unclassified whereas a document with hundreds of names may push it into the amber category below).

AMBER: Protected Information

In NHS Fife the largest proportion of patient information can be said to require extra protection because it constitutes sensitive personal data as defined by the Data Protection Act. In particular:

- Any information about an individual (i.e. anything clinical or non-clinical) that would cause short-term distress, inconvenience or significant embarrassment if lost.
- Any information which if lost would lead to a low risk to a person's safety (e.g. loss of an address but no evidence to suggest direct harm would result)
- Any information if lost that would be likely to negatively affect the efficiency of that service (e.g. cancellation of appointments).

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3 Procedure for e-mails

If you consent to receive e-mails, NHS will use a procedure for sending encrypted e-mails to you and you will be given instructions on what to do when you receive them, and how to reply securely.

Once you have received the e-mail and attachments you have been sent, it becomes your own responsibility to safeguard the contents. If you save it to your PC or other device, you will increase the chances of it being hacked, particularly if your device is set to backup data to the internet (Cloud, Dropbox etc). It is also recommended that you delete the e-mail and attachment as soon as you no longer need it, to reduce the risk of loss or hacking.

NHS Fife will keep the e-mails we have received from and sent to you according to our policy for retention of e-mails.

4 Receiving secure email from the NHS


After you have given your written consent to receive e-mails:


- You will be asked to email your health care provider first – this should not contain any personal information – it is only completed as a test to ensure your health care provider gets your correct e-mail address.
- You will receive a return e-mail from your health care provider with “[secure]” in the subject heading of the e-mail.
- To open the secure e-mail, follow the following instructions:

User Guide for Opening E-mails sent by the Secure NHS E-mail process


Open the E-mail

[Secure] FW: Procedure - secure email ↑ ↓ ✕

 To: joe.bloggs@internetmail.com Actions ▾


 2 attachments (total 95.8 KB) Outlook.com [Active View](#) ▾

Click the attachment called 'Encrypted Message' and select 'Download'


Download Encrypted Message Save All to OneDrive

Save to OneDrive

Download



You have received an email message secured by Private Post.
Please open the file called **Encrypted_Message.htm** to read the message.

Copyright (c) 2003-2011 Trend Micro[Encryption] Ltd. All rights reserved.

--Forwarded Message Attachment--

[Secure] FW: Procedure - secure email

↑ ↓ ✕

Actions ▾

Outlook.com Active View ^

2 attachments (total 95.8 KB)

Download all as zip Save all to OneDrive

You have received an email message secured with Trend Micro Encrypted Mail. Please open the file called Encrypted_...

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This message will appear.
(At 'Open With', instead of 'Firefox', it may say 'Internet Explorer' or 'Google Chrome', depending on which internet browser your PC uses. Click OK.)

Opening Encrypted_Message.htm

You have chosen to open:

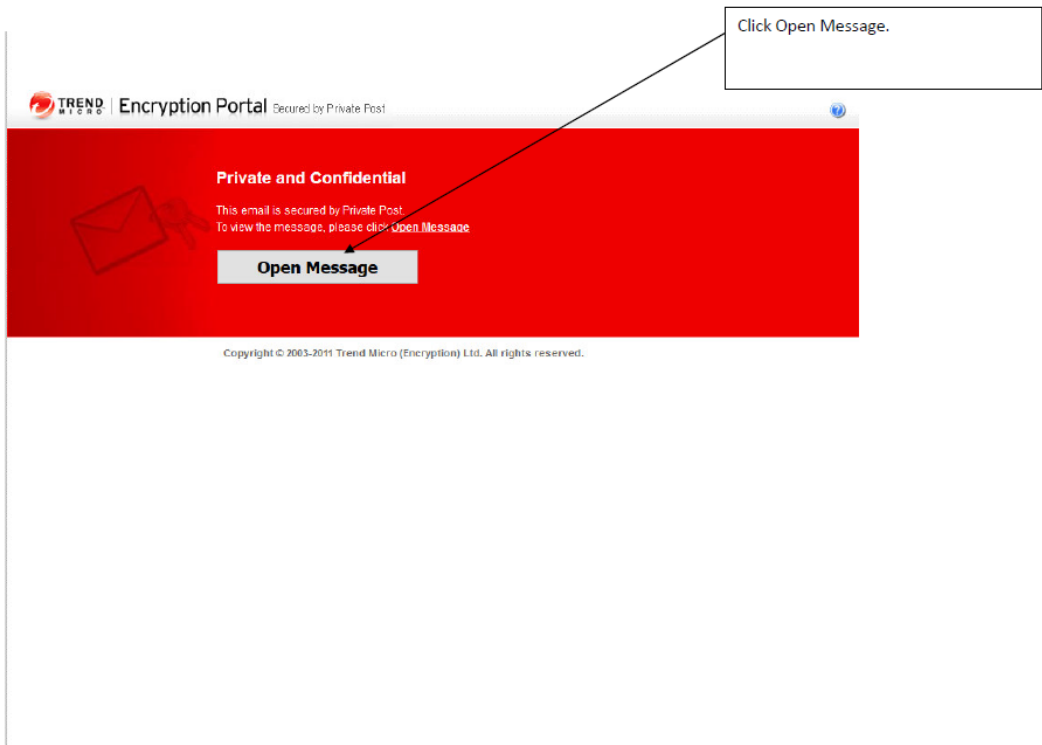
- Encrypted_Message.htm
which is: Firefox HTML Document (18.6 KB)
from: https://dub125.afc.ms

What should Firefox do with this file?

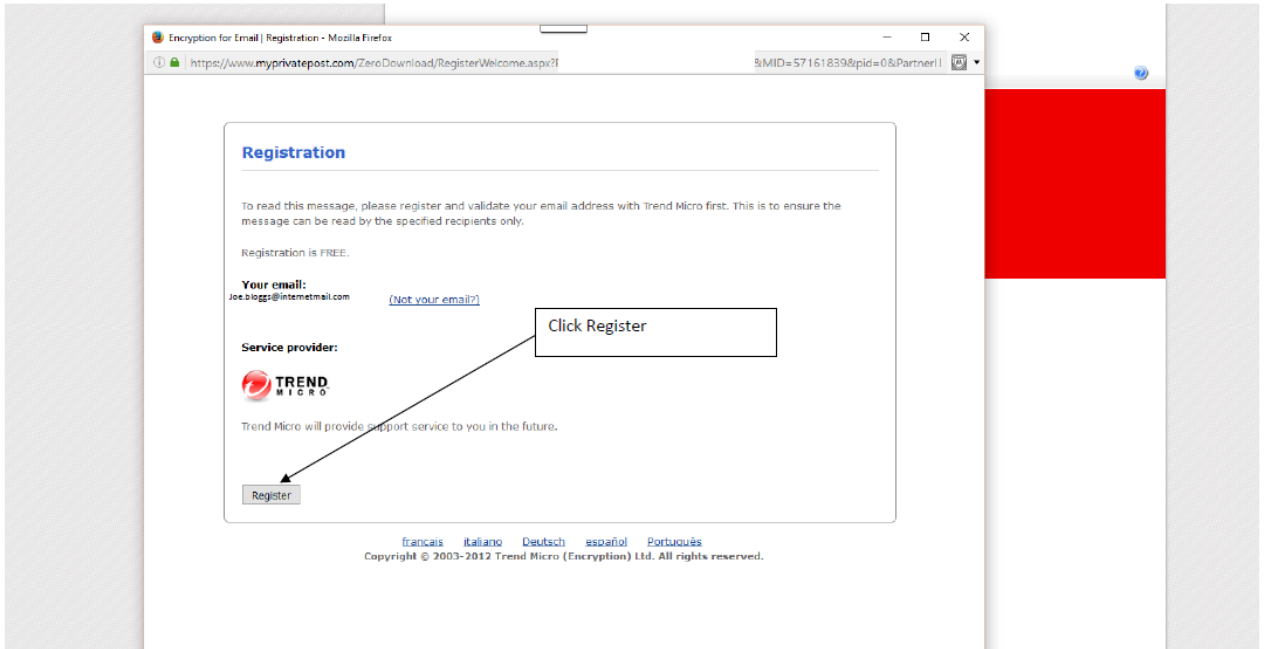
- Open with Firefox (default)
- Save File
- Do this automatically for files like this from now on.

OK Cancel

--Forwarded Message Attachment--



Next you will be asked to Register with Trend to create a secure password for use in the future. (This stage will only appear the first time you use this process.)



Complete this form to Register.

Encryption for Email | Registration - Mozilla Firefox
https://www.myprivatemail.com/ZeroDownload/Register/Welcome.aspx

Register Encryption Account

Please complete the following information to register your email address.

Joe.bloggs@internetmail.com will be your identity for encryption. [Change](#)

Select a Password
Your password must be at least 7 characters long. *

Password:

Confirm password:

Select Security Question
Select the security question to help us confirm your identity. The answer should be memorable, unique, and contain at least three characters.

Question:

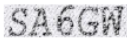
Answer:

Set your Identification Word
Your identification word will appear on authentication screens, such as the Account Verification and Reset Password screens, to confirm the validity of the screens. Upon seeing your identification word, you can be assured that it is safe to type your information.

Identification word:
(Minimum 2 characters)

Help us prevent spam and fake registration by typing the code you see in following image.

Type the code:

 [Change the code](#)
[Read the code to me](#)

I have read and agree to the [Licence and Terms](#)

[français](#) [italiano](#) [Deutsch](#) [español](#) [Português](#)
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Windows taskbar: Search the web and Windows, 2:58, 05/09/2016

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When you have Registered successfully you will see this page.

Encryption for Email | Registration - Mozilla Firefox
https://www.myprivatepest.com/ZeroDownload/Register.aspx



Please Check Your Email to Activate Your Account

Check your inbox for a registration confirmation email message and follow instructions in the email message to confirm your encryption account.

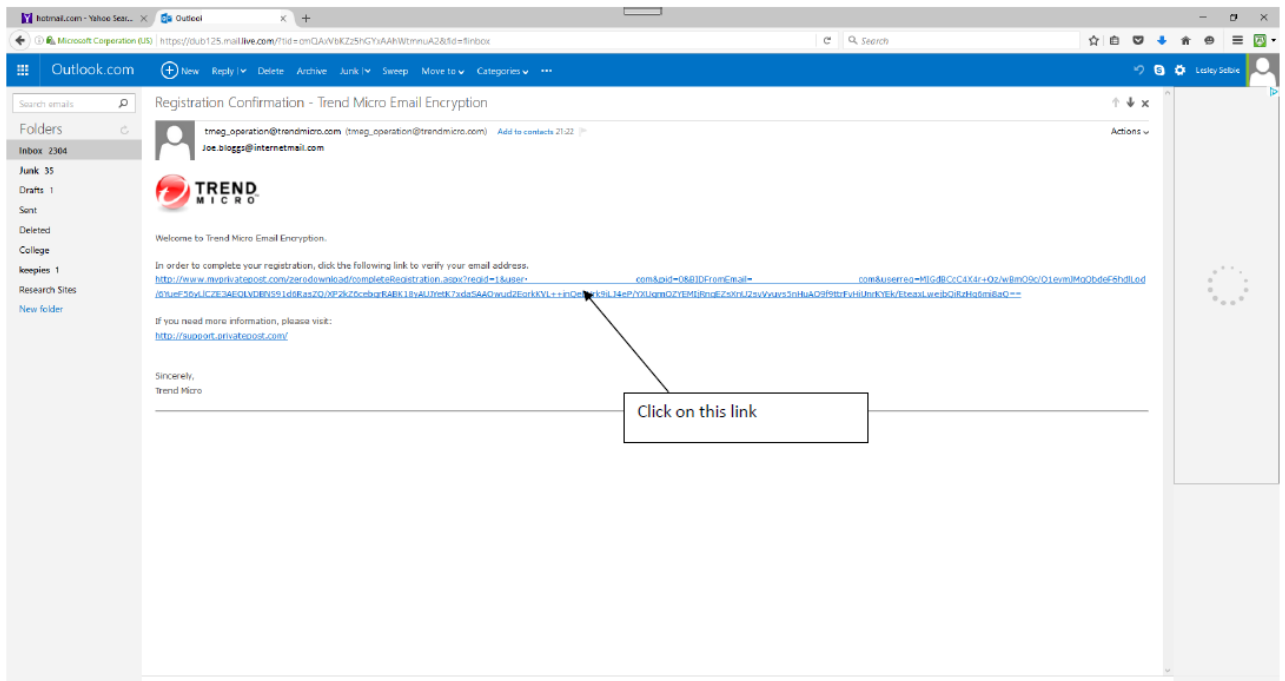
From: accounts-noreply@trendmicro.com
To: jo.bloggs@internetmail.com

Note: If you do not see a registration confirmation email in your inbox, check your spam folder.

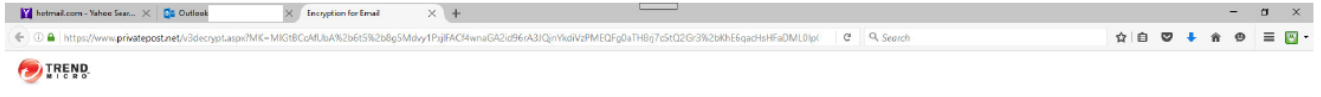
[Close Page](#)

[français](#) [italiano](#) [Deutsch](#) [español](#) [Português](#)
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Go to your mail inbox and open the registration confirmation e-mail.



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Authentication Successful

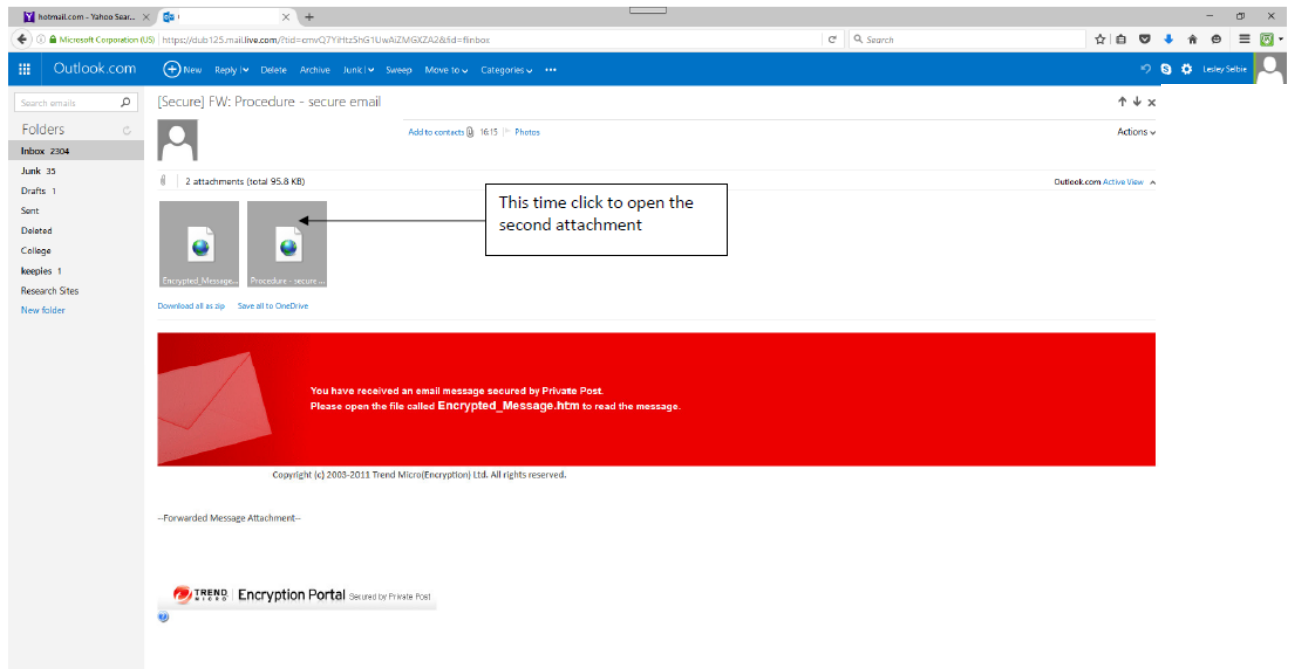
You have successfully authenticated and your message is being decrypted.

You may now close this page.

[Close Page](#)

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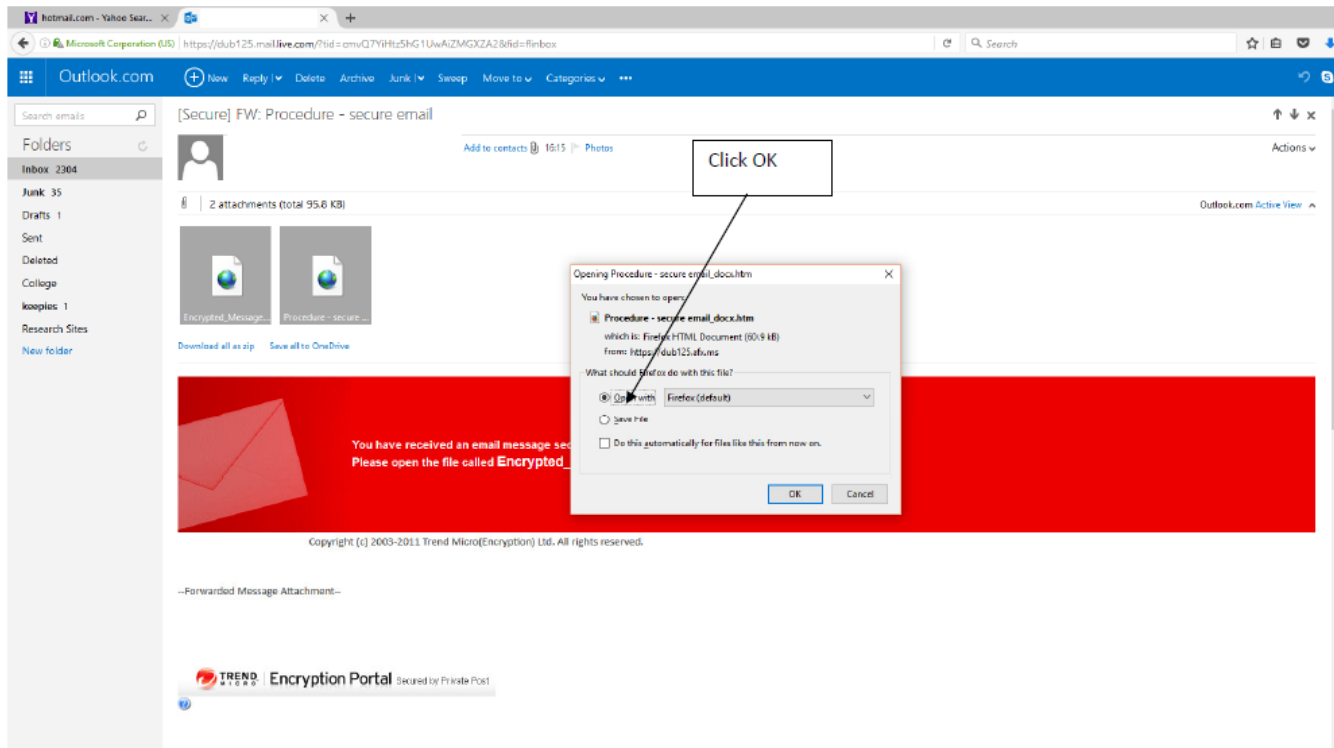
Click here to close this page and then return to your first e-mail with the attachments.



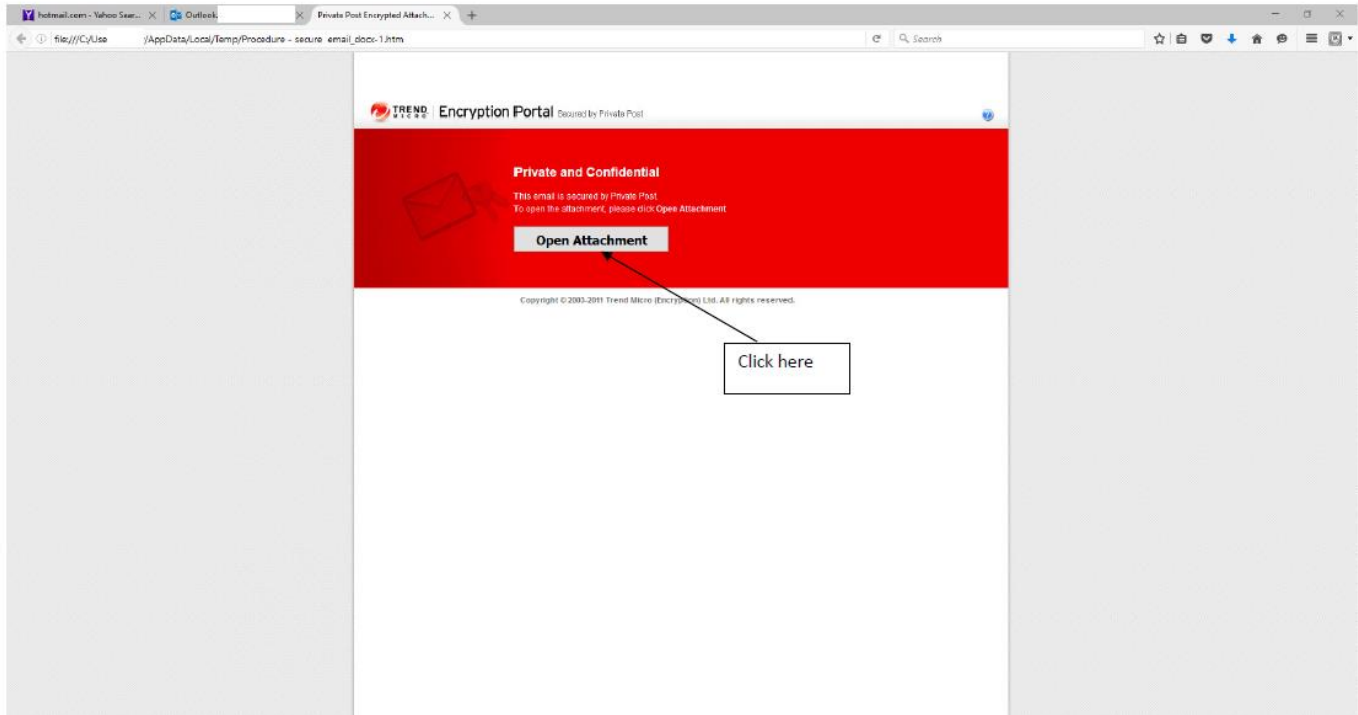
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The screenshot shows an Outlook.com email interface. The browser address bar displays the URL: <https://dub125.mail.live.com/?hid=cmvQ7YHtzShG1UwAIZMGKZA2&fid=finbox>. The email subject is "[Secure] FW: Procedure - secure email". The interface shows two attachments: "Encrypted_Message.htm" and "Procedure - sec...". A context menu is open over the "Encrypted_Message.htm" attachment, with options: "Download all as zip", "Save all to OneDrive", and "Download". A callout box with the text "Click to download" has an arrow pointing to the "Download" option. Below the attachments is a large red banner with white text: "You have received an email message secured by Private Post. Please open the file called Encrypted_Message.htm to read the message." Below the banner is the copyright notice: "Copyright (c) 2005-2011 Trend Micro(Encryption) Ltd. All rights reserved." At the bottom of the email content is the "TREND MICRO Encryption Portal" logo with the text "Secured by Private Post". The footer of the page includes "© 2016 Microsoft", "Terms", "Privacy & cookies", "Developers", and "English (United Kingdom)".

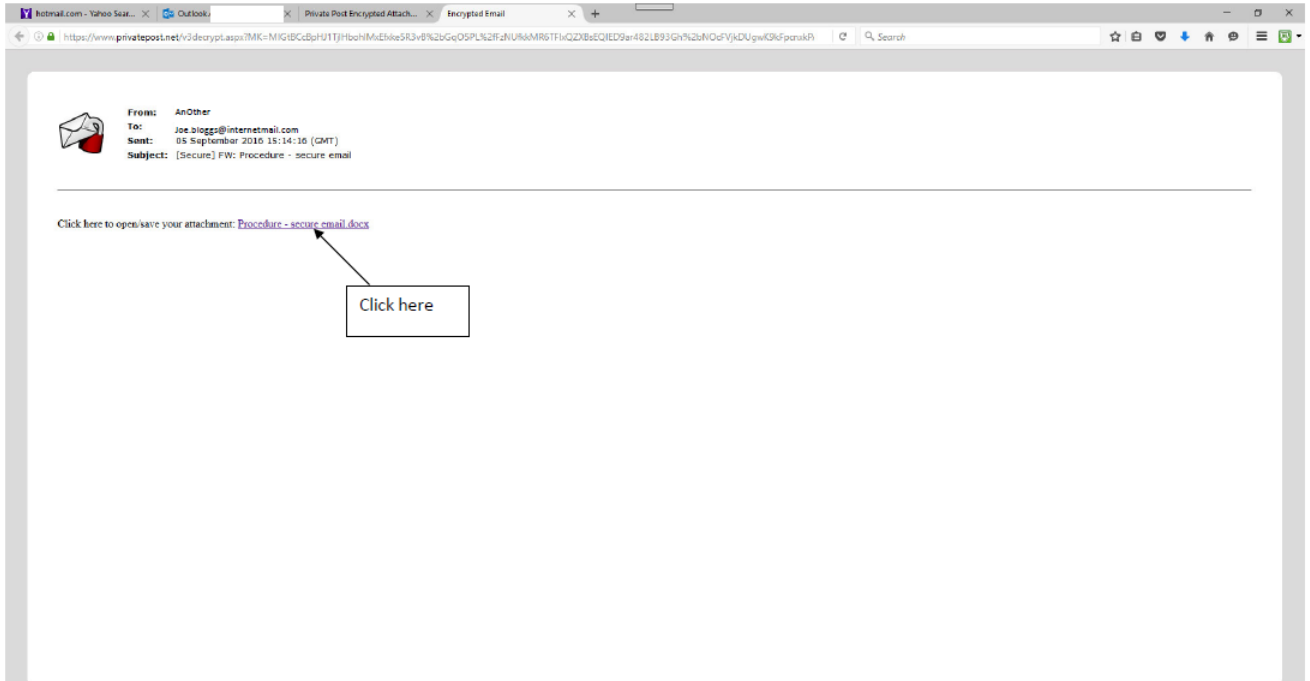
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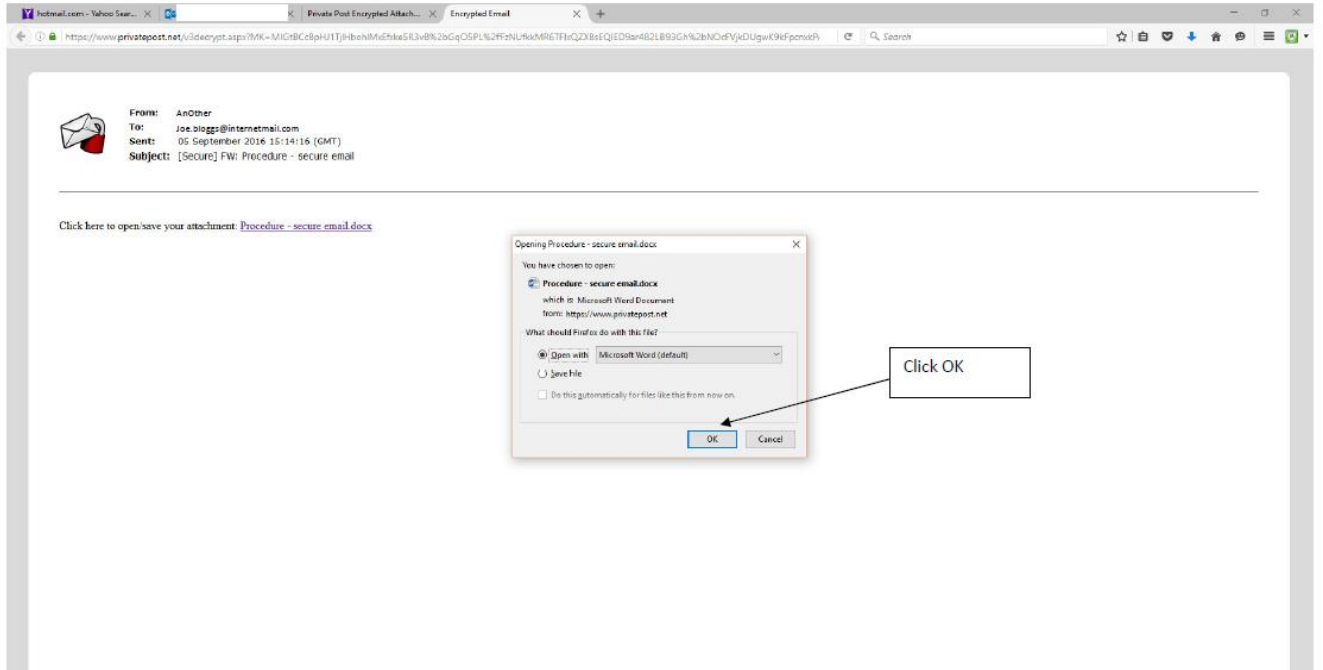
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The document you were sent should now open, as shown in the Example below.

