Misdirected Email

Simple safeguards go a long way to ensuring the privacy and security of information!

We send many e-mails every day – usually tens, sometimes hundreds in a day. Although we try our best to send emails only to individuals or places we intend mistakes sometimes happen and a message could be sent to an unintended recipient. Misdirecting an email can quickly lead to a privacy breach affecting many individuals especially if there was an attachment included.

To help reduce the chances of a misdirected email, please consider these steps to safeguard your messages:

- Double-check that email addresses:
    - Are spelled correctly
    - Use the correct domain (e.g., "rush.edu" instead of "gmail.com")
    - Are authorized to receive the information (i.e., do you have the correct person?)
    - Are placed into the BCC: (blind copy) if sending to a large group where anonymity is needed
- Update features in Outlook including:
    - Turning off the "auto-complete" feature if possible
        - If this feature is used, double-check any auto-populated addresses to make sure only the correct ones are selected
        - Remove any unwanted recipients by using the arrow keys or by hovering your mouse over the name you want to remove and choose "X" or "delete"
    - Create a Rule in Outlook to delay the sending of emails to addresses that are not "rush.edu" – this will suspend the delivery of the number of minutes you select in case the wrong email address is used
- Use appropriate secure messaging where needed, especially for sensitive information – this includes using the "Send Secure" feature in Outlook or "MyChart" messaging in Epic
- If something is sent to an internal address that is unintended, attempt to recall the message by:
    - Opening the message in your Outbox/Sent folder
    - Select "File"/"Info"/"Resend or Recall"
    - Select "Recall This Message"
    - Select "Delete Unread Copies" of this message
    - If the recipient has already opened and read the message, it is still important to contact them to let them know the email was misdirected to their Inbox. Instruct them to delete the message from both their inbox and their email trash bin.
- If you need to transmit a large amount of sensitive information with authorized recipients outside of Rush, discuss with Information Services a secure cloud storage or file transfer capability
- **Report Misdirected Emails to**: Your Supervisor/Manager; HIPAA Privacy Office at 312-942-5303 or privacy_office@rush.edu   Contact the Information Services Help Desk for technical assistance at 312-942-4357.

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