



The Lucy Rose Clinic

INTEGRATIVE HEALTH SOLUTIONS

The Lucy Rose Clinic- EMAIL USAGE POLICY

Created by: Meredith Bell- Operations Manager

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To be used by: All staff and contractors of The Lucy Rose Clinic

The use of the work email system (work email) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Employer. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. The policy sets out the Employer's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary dismissal.

Appropriate Use of Primary Clinic Email Address: The primary clinic email address should only be used for professional purposes related to clinic operations, healthcare collaborations, and communications with other healthcare providers or associated businesses. Personal use of this email is strictly prohibited.

Secure Communications: All email communications, especially those containing sensitive health information or confidential data, should be sent through our secure email system. The encryption ensures the privacy of our patients and the protection of their sensitive data.

Patient Communication: While email may seem like a convenient way to communicate with patients, it poses numerous privacy and security risks. Therefore, we discourage the use of email for patient communication. Instead, use our secure patient portal or telephone for any patient-related communications.

Respect for Privacy: Do not disclose the email addresses of recipients without their prior consent. Always use the BCC function when sending mass emails to prevent the exposure of email addresses to all recipients.

Content Guidelines: All emails sent should maintain a professional tone and content. Refrain from sending emails that contain offensive, discriminatory, or inappropriate language.

Non-Compliance Consequences: Any breach of this policy may result in disciplinary action, up to and including termination of employment. All employees are expected to adhere to this policy and report any misuse of the email system to their supervisor.

Work email is available for communication and matters directly concerned with the legitimate business of the Employer. Employees using work email should:

- comply with Employer communication standards;
- only send emails to those to whom they are relevant;
- not use email as a substitute for face-to-face communication or telephone contact;
- not send inflammatory emails (i.e. emails that are abusive);
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality;
- be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper; and
- ensure that passwords are not sent across via email.
- The Employer will not tolerate the use of work email for unofficial or inappropriate purposes, including:
- any messages that could constitute bullying, harassment or other detriment;
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- on-line gambling;
- accessing or transmitting pornography;
- social media;
- transmitting copyright information and/or any software available to the user;
- posting confidential information about other employees, the Employer or its customers or suppliers; or
- sending patients their medical results via email without the patient's written consent.

Monitoring

The Employer considers any and all data created, stored or transmitted upon the systems (the Systems) as work product and, as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Employer has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its Systems, including but not limited to:

- monitoring sites users visit on the internet;
- monitoring time spent on the internet;
- reviewing material downloaded or uploaded; and
- reviewing emails sent and received.

Information reports will be available to the Employer which can subsequently be used for matters such as system performance and availability, capacity planning, cost redistribution and the identification of areas for personal development.

For the avoidance of doubt, we reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Employer's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.