

## **SECURE MAIL instructions**

When sending any sensitive information, we suggest using our SECURE MAIL method of transfer.

If you are a Premium Customer, you will have this feature by default. It is free to send and RECEIVE emails and documents. Your PROVIDERS and REFERRERS can also send and receive back from you using this service.

IF YOU HAVE RECEIVED A SECURE MESSAGE you can send documents back to the person who send a report to you by uploading and sending back.

### **OUR SERVERS ARE SECURE GOVERNMENT APPROVED SERVERS FOR TOTAL SECURITY.**

This feature is being constantly improved and your suggestions are welcomed.

When in a patient file you can send a LETTER and even from the booking sheet. When here you can choose the Secure Message button. Here you can write an email and or attach documents and the email address can be to anyone you like. You can only add one TO and one CC recipient email address.

The person you send this to will receive an email from us. It will look like this to them



This is a secure message from **Mediclinic CLINIC TEST Site**

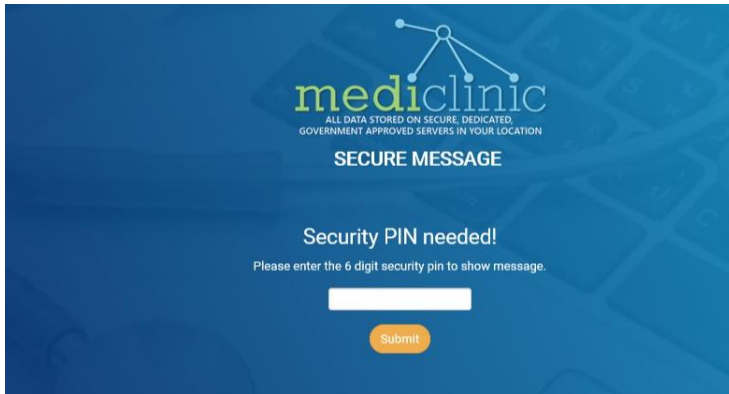
[Click here to read your message.](#)

Please enter pin below when prompted.

**299250**

Link will expire on **7/9/2019 6:36:56 PM.**

Then the person receiving this email will be asked to enter the PIN we send to them



Then they will be asked some details which we capture and then verify.

From here the person will be able to retrieve their messages and documents DIRECT from our secure servers so the messages you have sent will remain encrypted and never have left our server avoiding errors in transmissions.

The person you send to will be able to send documents and an email back to you. These sent and received messages are stored forever in CORRESPONDANCE menu on left side, under MESSAGES and you can always retrieve them. (We will be adding storage folders shortly and these will also appear on the patient file under the letters sent history.

