

**Potential HSC Email Policy**  
**Draft 03/13/2008**

**Observations:**

HSC colleges require employees to be subscribed to official business e-mail lists. This may be one reason for the popular expectation that all HSC employees may be reached by e-mail.

Within the CoM, local e-mail addresses or GatorLink e-mail addresses may be used in lists. Addresses from a few alternative domains have been permitted traditionally. Exceptions may be associated with contractual employment situations (*e.g.*, DOH personnel). In some instances, UF employees work outside UF and cannot technically use UF-based e-mail addresses.

People are allowed to define their own UF Business E-mail Address. There appear to be no UF or HSC policy rules requiring this value to be a UF-based address.

Though most do, no unified UF processes exist to ensure active UF employees have a GatorLink account. Many people who have a GatorLink e-mail address, do not have a mail box on UF's GatorLink e-mail server. So long as GatorLink Forwarding is used, the absence of a GatorLink e-mail box represents no problem.

Functions found in *myUFL* > My Account, allow each of us to configure GatorLink e-mail to send messages to another e-mail account. Students are prohibited from forwarding to external e-mail accounts; employees are not.

Forwarding e-mail containing PHI to non-UF personal or commercial accounts is prohibited by UF's Privacy policy (<http://privacy.health.ufl.edu/policies/hipaamanual/opguide/PP-OG-15b-Email.pdf>).

Non-delivery of e-mail due to errors of omission or commission can be especially difficult to identify.

When messages are delivered to a UF GatorLink e-mail box without having a '*Forward To:*' address defined, individuals must either use UF's *WebMail* or must set up an e-mail client to interact with GatorLink e-mail services to read or manage those messages.

**Preliminary Findings:**

E-mail addresses used in CoM Official Business E-mail Lists, UF Business E-mail Address values recorded in the UF Directory and GatorLink '*Forward To:*' values were recently examined for more than 500 personnel in a few CoM Departments. Twenty-four people (5%) had GL forwarding pointing to a non-UF address. Forty (8%) were found to have non-delivery situations involving GatorLink address references without having a GatorLink mailbox. 187 (36%) are having mail deposited in their GatorLink e-mail box without using the forwarding function.

**Recommended Policy Decisions**

Require HSC Employees to be assigned:

- A GatorLink ID with password and by default, a GatorLink e-mail address.
- An HSC e-mail account if this service is provided to other unit personnel.

Require use of GatorLink e-mail addresses as the UF Business E-mail Address for all HSC personnel.

**Potential Email Policy Decisions**

Require HSC employees to direct GatorLink e-mail '*Forward To:*' values to local accounts provided by UF e-mail service providers if such accounts are available.

Proactively manage approval for forwarding to alternative, non-UF domains represented by examples cited below. Provide blanket authorization to have non-approved forwarding values changed without advance notification.

Require HSC personnel actively serving as departmental UF Directory Coordinators to routinely review and correct UF Business contact information to ensure comprehensive accuracy on behalf of personnel within their scope of authority (*i.e.*, UF Business Physical Address; UF Business Mailing Address; UF Business Phone Number; and, UF Business E-mail Address).

Authorize and require HSC's UF Directory Coordinators to set the "Person Publish Flag" to 'Yes' on UF Directory records of active HSC employees to ensure they appear in the UF Electronic Phonebook.

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Examples of non-UF e-mail domains represented in CoM's Official Business e-mail lists

DOH.STATE.FL.US  
FLORIDAPROTON.ORG  
HEALTH-FIRST.ORG

MED.VA.GOV  
SCRIPPS.EDU  
SFCC.EDU