ENCRYPTION FAQs

1. I just received a notice in my inbox saying Dynasplint® Systems Has a secure email waiting for me. What does this mean?

When a secure message is sent to you from Dynasplint Systems, Inc. (DSI), it will not appear in your inbox. Instead, you will receive a message within an email informing you that DSI has a secure email waiting for you. The email will contain a link. When you click on that link, your browser will connect you with secure email, and you will be able to access your DSI secure email.

2. Why is DSI securing email?

The Health Insurance Portability and Accountability Act (HIPAA) requires that covered entities such as DSI take additional measures to protect the privacy and security of Protected Health Information (PHI), which is information — such as name, address, or social security number — that identifies a person in relation to his or her health status or health information. Any email containing ePHI (electronic Protected Health Information) sent via email over the Internet needs to be encrypted before sending.

3. How does DSI plan to secure, or encrypt, email?

DSI has installed hardware and software that saves email containing PHI on a secure server. When the recipient retrieves the message, he or she is communicating through a secure browser. That way, the message never passes through the public, unsecured Internet.

4. What does encryption mean?

Encryption is an electronic means of protecting a communication by altering it so that it is unintelligible to unauthorized parties. A message is encrypted by software that encodes the message, or wraps it in information so that only the designated recipient can open (or decode) it.

5. What do I need to do to receive a secure email?

    A. Click on the secure email link in the Proofpoint secure email from a DSI colleague.
    B. You will be prompted to log in into Proofpoint Email Security Services. You will need to create a password the first time you log into Proofpoint.
    C. The email client looks and behaves much like any web-based email program.
    D. Once you log into the Proofpoint Message Center, you'll be presented with a list of one or more email messages that were sent to you. All encrypted messages you receive will appear in this list for a finite retention period (about 30 days) or until you delete them.

6. How long is my secure email kept?

It is an email that is sent to you and will be treated as any other email with regards to retention.