Encryption Frequently Asked Questions

I just received a notice in my inbox saying Dynasplint® has a secure email waiting for me. What does this mean? When a secure message is sent to you from Dynasplint Systems, Inc., it will not appear in your inbox. Instead, you will receive a message within an email informing you that Dynasplint® 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 pick up your email message.

Why is Dynasplint® securing email? The Health Insurance Portability and Accountability Act (HIPAA) requires that covered entities such as Dynasplint® 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.

How does Dynasplint® plan to secure, or encrypt, email? Dynasplint® 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.

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.

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

1. Open the attachment called *securedoc.html*
2. You will be prompted to open (view) the file, or save (download) it to your computer. For best results, save the file onto your desktop, and then click on it from there. It will open properly in the new browser window."
3. Once the file is opened, simply wait for the yellow ACKNOWLEDGE button to appear below the 'This message was transmitted securely but does not require a password.' message.
4. Click the yellow ACKNOWLEDGE button to view the encrypted message.

Is eFAX impacted? No, eFAX is not impacted.

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.