

Community Health Initiative's Referral Program

Secure Email Instructions

Due to HIPPA and sharing of PHI, our program has elected to send partner follow up email messages securely using Secure Messenger, the CommonSpirit Health approved secure messaging standard. You will receive an email with a link asking you to click to retrieve the message. Upon clicking the link you will be taken to a secure web site where you'll enroll (create your account) and retrieve the secure email message.

Please read below for detailed instructions:

Referral email follow-ups will be sent in a #secure# email format.

- It will prompt the partner to click on a specific part of the message.
- After clicking, it will take the partner to a secure website where they must enter:
 - their first name
 - last name
 - create a password
 - Input a code that is sent separately to their email address
 - Typically it's numerical and at least six characters in length.
- After registration is complete the #secure# email and its context will be released. Partners will now be able to see the information sent. This includes any attachments sent.

Reminders

- A direct reply from the secure email will keep the information secure and therefore will still require the validation process
- If partners have registered before they only need to enter password originally created

If partners have any issues please feel free to reach out to our program by email at chi-kerncounty@commonspirit.org