Surgical Contracts Trend Micro Encrypted Email (TMEE) Secure E-mail Manual

What is TrendMicro Encrypted Email (TMEE) Secure E-mail?

TrendMicro Encrypted E-mail (TMEE) is security software that encrypts e-mails. Encryption is a method of scrambling data so it cannot be read by anyone other than the creator of the message and the intended recipient. Encrypted e-mail is secure from hackers, cannot be altered or leaked to the public.

Only surgeon/podiatrist/dentist offices that are wait listing with Surgical Contract (formerly NHSF) facilities will be allowed to use TrendMicro Encrypted Email (TMEE) or secure email.

All patient information sent via e-mail between the Surgical Contracts desk and Surgical Contracts facilities **must** be sent via secure e-mail. Secure E-mail is a third party software, with vendor installation and support available through AHS IT Service Desk.

Effective April 1, 2019, any Surgical Contract office/facility experiencing issues with TMEE secure email will call the AHS Service desk at 1-877-311-4300.

Secure E-mail Procedure: Surgical Contracts Booking/Waitlist Requests and Activity Reporting (Procedure Reports)

- Prior to the initiation of sending Secure E-mail, the Surgical Contracts Team Lead must be notified of the office/facility request, and approval given for the office/facility to use secure email. .
- Trend Micro E-mail Encryption Client plug-in must be installed on every computer that will be sending and receiving Secure e-mail at the office/facility
- **All** Secure Email *must be sent* on office/facility computers that have Trend Micro E-mail Encryption Client plug-in installed.
- A single administration e-mail address per office/facility is to be designated as the contact for Secure E-mail**.**
- **All** Secure Surgical Contracts e-mail must be sent to the Surgical Contracts email account: NHSFCaseManagement@albertahealthservices.ca , and all communication back to the office/facility will be sent from this email address.
- Completed Surgical Contracts Booking/Waitlist Requests and Surgical Contracts Procedure Reports are sent to Surgical Contracts e-mail account.
- Faxing and secure courier of Surgical Contracts bookings/waitlist or procedure reports is no longer necessary. Secure E-mail is a pre-requisite for moving from Facilities Invoicing AHS for service performed to AHS providing a statement, based on Procedure Reports being submitted.
- Incomplete bookings or Procedure Reports will be returned to originating office/facility for correction using Secure E-mail.
- Secure E-mail should be filed electronically for future reference.

What is the Surgical Contracts Booking/Waitlist Request Form Procedure?

Copies of the revised Surgical Contracts forms and associated user manuals and quick reference guides are found at the following link: https://www.albertahealthservices.ca/info/Page4896.aspx

Surgical Contracts Desk

The Surgical Contracts desk receives Surgical Contracts Booking/Waitlist Request forms via Secure E-mail, initiates AHS waitlist data entry, and e-mails procedure reports to facilities. All Surgical Contracts Desk communication with offices using Secure E-mail will be electronic.

Surgical Contracts Desk Contact Information:
 FMC – South Tower, 9th Floor, Room 904
 3031 Hospital Drive NW
 Calgary, Alberta T2N 2T8
 Phone: 403-944-4410
 E-mail: NHSFCaseManagement@albertahealthservices.ca

Surgical Contracts Team Lead:
Phone: 403-944-2473

Alberta Health Services

Frequently Asked Questions

Who does an office/facility contact if they want to use Secure e-mail?
To register for use of secure email and get your free licenses(s), send an email with the subject line: "Requesting Trend Micro secure email license" to NHSFCaseManagement@albertahealthservices.ca

AHS provides the Trend Micro Secure Email Tool Licenses free of charge to contracted surgical facilities and offices of surgeons, podiatrists and dentists who do surgery in contracted facilities.

Secure E-mail will not be accepted by the Surgical Contracts desk without prior approval.

How does an office/facility get the Secure e-mail license and install once approved by AHS?
Call the AHS Service Desk at 1-877-311-4300.

What does an office/facility need to implement Secure E-mail?
Note: Mac and Apple products are **not** supported
- Compatible Email Clients:
    - Microsoft Office Outlook 2007 32-bit, Microsoft Office Outlook 2010 32-bit, or Microsoft Office Outlook 2013 32-bit
    - Microsoft Live Mail 2009 32-bit, Microsoft Live Mail 2011 32-bit, or Microsoft Live Mail 2012 32-bit
- Compatible Web Browsers:
    - Internet Explorer 7 32-bit, Internet Explorer 8 32/64-bit, Internet Explorer 9 32-bit, Internet Explorer 10 32-bit, Internet Explorer 11 32-bit
    - Firefox 3.6 32-bit, Firefox 4.0 32-bit, Firefox 5.0 32-bit, Firefox 13.0 32-bit, Firefox 29.0 32-bit above
- Compatible Operating Systems:
    - Windows 7:
        - I. Home Basic 32/64-bit with SP1
        - II. Home Premium 32/64-bit with SP1
        - III. Ultimate 32/64-bit with SP1
        - IV. Professional 32/64-bit with SP1
        - V. Enterprise 32/64-bit with SP1
    - Windows 8:
        - I. Windows8 32/64-bit
        - II. Windows8 Pro 32/64-bit
        - III. Windows8 Enterprise 32/64-bit
    - Windows 8.1
        - I. Windows8 32/64-bit
        - II. Windows8 Pro 32/64-bit
        - III. Windows8 Enterprise 32/64-bit
- Trend Micro secure email plug-in (AHS provides licensing for each Surgical Contracts surgeon office and contracted facility free of charge)
- A scanner, if sending handwritten documents to the Surgical Contracts desk
- A single Administration Account for each surgeon office is required to send all procedure reports/communication from the Surgical Contracts desk to a site, i.e. Admin@DrXoffice.com

My office/facility already has Trend Micro E-mail Encryption Client installed. Can I send Secure E-mail?
No. Secure E-mail cannot be received by the Surgical Contracts desk unless approval has been received from Surgical Contracts Team Lead

Can my office/facility send Surgical Contracts bookings/waitlists via fax or secure courier after the secure e-mail client is installed?
Faxing and courier of Surgical Contracts Booking/Waitlists will be phased out once the office/facility has successfully installed the secure email software. Approximately one month after the successful installation and use of secure email, Faxing and courier of communications with the Surgical Contracts desk will be phased out.

My office has a change in staff/email address. What do I do?
The license can be transferred to a new user/email address using the steps below:

Steps to Remove/add new email address:

1. Right click on the private post icon in the task tray
2. Navigate to "My Private addresses"
3. Holding Ctrl, right click the old protected address and select "Delete this registration"
4. Close the protected e-mail addresses window
5. Right click on the private post icon in the task tray
6. Select "Protect another e-mail address"
7. Follow the wizard to complete protection.

Who do I contact if I have problems with Secure E-mail?
For all issues with Secure E-mail, call the AHS Service Desk at 1-877-311-4300.