



Check Your Cyber Pulse: Basic Email Practices for Small Entities

| Mitigated Threats | Key |
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| <ul style="list-style-type: none"> ✓ Social engineering ✓ Ransomware attacks ✓ Insider, accidental or malicious data loss | Healthy |
| | Risky |
| | Very Risky |

Business Email

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| We manage all of our staff email addresses on a business email system that is used for all business email communications. | We don't use an enterprise system dedicated to managing business emails. | We use free or consumer email addresses for business email communications. It's cheaper. |
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Multifactor Authentication (MFA)

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| All of our users use MFA to access their email accounts. | Only our leadership or administrators are required to use MFA to access their email accounts. | We don't use MFA here. |
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Policies and Procedures for Sending Unencrypted PHI

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| If a patient requests unencrypted emails to be sent to them, our staff knows to follow the policies and procedures in place to handle those requests. | If a patient requests unencrypted emails to be sent to them, we have policies and procedures in place, but they may not be followed consistently. | If a patient requests unencrypted emails to be sent to them, our staff will figure out what to do. |
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Transmission of Unencrypted PHI

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| Our staff knows that sending unencrypted PHI isn't allowed, except in cases specifically directed by a patient's request. | Our policy says that we shouldn't transmit unencrypted PHI, but our staff may not understand what that includes. | We don't prohibit the transmission of unencrypted PHI. |
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Spam and Antivirus

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| We make sure that at least basic spam filtering and antivirus is installed, active, and automatically updated for all of our systems and company email accounts. | Basic spam filtering and antivirus is installed, but we don't make sure it is active or automatically updated. | I'm not sure if basic spam filtering and antivirus are installed for all of our systems and email accounts. |
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Encrypted Email Solution

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| Our email system detects when a user wants to encrypt an email based on a note they add to their emails and automatically encrypts them. | Only our leadership or administrators have the ability to send encrypted/secure emails. | We don't have an encrypted/secure email solution, and we don't prohibit or block sending PHI in emails. |
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Employee Termination and Deprovisioning

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| When an employee is terminated, for any reason, we immediately deactivate that employee's email access, including ending all open sessions and cached emails. | When an employee is terminated, we immediately deactivate that employees' email access. | When an employee is terminated we deactivate that employee's email access when we have time. |
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Check Your Cyber Pulse

The "Check Your Cyber Pulse" series was produced by the 405(d) Task Group to provide your healthcare organization with a quick reference for maintaining cybersecurity readiness everyday. To address "Risky" and "Very Risky" behaviors, or to learn more about cyber safety, check out the 405(d) [Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients \(HICP\)](#) publication and always stay in contact with your organization's IT or cybersecurity representative and HIPAA and privacy officer.

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|-----------------------|--------------------------|--|---|--|
| Basic Email Practices | Endpoint Protection | Identity and Access Management | Data Protection and Loss Prevention | IT Asset Management |
| Network Management | Vulnerability Management | Security Operations Center and Incident Response | Network Connected Medical Device Security | Cybersecurity Oversight and Governance |

Check out the available resources 405(d) has to offer by visiting our website at 405d.hhs.gov and our social media pages: @ask405d on [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#)!

