

GUIDELINES FOR CLINICAL COMMUNICATIONS

via NHS mail

The British Medical Association (BMA) and the NHS Information Authority (NHSIA) can approve the use of NHS mail for clinical communications between NHS organisations, provided that local policies and procedures are in place at both ends of the communications path to ensure that:

- Clinical information is clearly marked.
- Emails are addressed to the right people.
- Browsers are safely set up so that, for example, passwords are not saved and temporary internet files are deleted on exit.
- The receiver is ready to handle the information in the right way.
- Information sent by email will be safely stored and archived as well as being incorporated into patients' records.
- There is an audit trail to show who did what and when.
- There are adequate fall-back and fail-safe arrangements.
- Information is not saved or copied onto to any PC or media that is "outside the NHS".