

## CRG Secure Email Overview

CRG recognizes that communication with our patients via email can increase the efficiency in providing certain non-emergency health care services.<sup>1</sup> For instance, email allows patients and their families to ask questions about information discussed in prior appointments, provide clinical updates to their providers, request prescription refills and copies of medical records, schedule appointments, and inquire about the status of insurance claims and/or account balances. In order to ensure communication between our patients and our office is safe and confidential, CRG has purchased HIPAA-compliant email encryption services from *ZixCorp*<sup>®</sup>.

### How It Works

*ZixCorp*<sup>®</sup> hosts the **CRG Secure Email Message Center**, a secure web-based messaging portal created for use by CRG providers, staff, patients and families. The portal provides a central point of access where patients and families have the ability to view, create, reply, forward, delete and manage secure email correspondence.

To use CRG's secure email services, a first-time user must register his or her email account by: (1) Reviewing and agreeing to the terms of the CRG Email Services Policy and, (2) Creating a password through the CRG Secure Email Message Center. To access the message center, go to our website at [www.childrensresourcegroup.com](http://www.childrensresourcegroup.com) and click on the secure email link on the home page.

Once you register your account, you will have immediate access to any emails you have received from CRG.<sup>2</sup> You will also be able to create and send new, secure email communications.

#### **To receive an email:**

When someone at CRG sends you a secure message, you will receive a notification email in your regular email inbox that looks like this:

You have a CRG Secure Email message from [skelly@childrensresourcegroup.com](mailto:skelly@childrensresourcegroup.com).

To view the secure message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on May 04, 2011 @ 02:36 PM (GMT).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://web1.zixmail.net/s/e?b=childrensresourcegroup&m=ABBgF6bYTO6P9xwQDKJaWLP&c=ABCdYL2Q9E6Aiv3mV1dIDweu&em=salakelly%40mail%2ecom>

When you "[click here](#)" you will be redirected to CRG's Secure Email Message Center, shown below.

#### **Welcome to the CRG Secure Email Message Center**

CRG is dedicated to providing the highest quality care for adults, adolescents and children.

Our group is composed of psychiatrists, psychologists, school psychologists, therapists, speech-language pathologists and educators, each bringing their own wealth of experience and training to our team.

CRG's services include psychological and educational evaluations, ongoing psychotherapy, medication consultation and management, social skills groups, parent education seminars and support groups, school consultations and educational support services.

Thank you for choosing CRG.

**Email Address:**

**Password:**

[Forget your password?](#)

[Sign In](#)

[Change your password](#)

[Use online help](#)

#### **CRG Secure Email Registration**

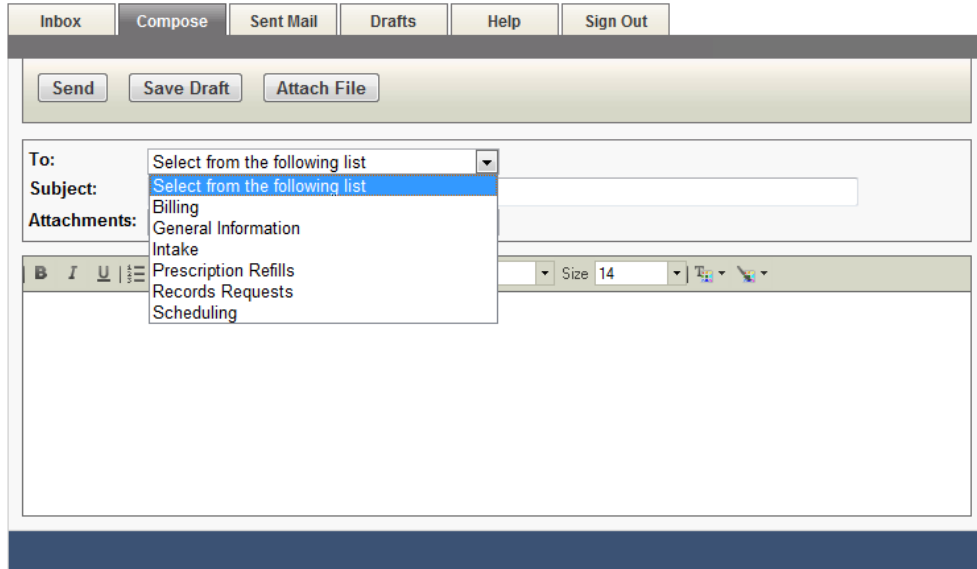
For first time users, [click here](#) to create your account.

For Customer Support, email us at [support@childrensresourcegroup.com](mailto:support@childrensresourcegroup.com).

If you are a first-time user, you will have to create an account – all that is needed is a valid email address and password. After your account is created, you will have the ability to sign-in to view the contents of the message.

**To send an email:**

Sign-in to the CRG Secure Email Message Center and click on the “Compose” tab to start a new email. Select the appropriate recipient from the “To” drop-down list:



If you would like to send a message directly to your provider, type the provider’s name in the “Subject” field of the message and your email will be forwarded to the specified person.<sup>3</sup> Remember to include the patient’s name and date of birth in the body of the message so the recipient knows which patient the email is regarding. ***Please note that sending a message from your regular email inbox will not be secure. You must log-in to your secure account through our message center in order for the encryption services to be effective.***

CRG will check its Email Message Center at least once during the business day, Monday through Friday, to confirm receipt of and distribute/reply to any incoming patient emails. CRG will strive to respond to all emails within two (2) business days, either by email or telephone, as appropriate. CRG will electronically store complete copies of all clinically-related patient emails to or from CRG as part of the patient record, so the sender should consider appropriate content.

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<sup>1</sup>***Only non-emergency information should be communicated via email. In the case of an urgent, non-life-threatening emergency, please call CRG at 317-575-9111, Option 7, during regular business hours to speak with a member of our Clinical Support Staff, or call 317-840-2741 after business hours.***

<sup>2</sup>***Both received and sent messages will be accessible from your CRG secure account for thirty (30) days. After thirty (30) days, the messages will automatically be deleted from your account.***

<sup>3</sup>***If you choose to communicate directly with your provider, please note there will be clinical fees associated with these communications based on the level of services provided.***