



## **Illawarra Division of General Practice**

### **OTIiS (Operational, Technical and Information Services)**

Suite 3, Level 1 336 Keira Street

WOLLONGONG NSW 2500

Phone: (02) 4226 7052

Phone: **(02) 4226 7056 IT Helpdesk**

Fax: (02) 4226 9485

## **IDGPCONNECT email Accounts**

### **Purpose**

IDGPCONNECT emails can be used for the same purposes as any email. However, unlike ordinary email accounts, emails sent between IDGPCONNECT users (or users with idgp addresses) are encrypted offering a secure electronic environment for communication involving confidential information. Users will also be able to access secure web mail from [www.idgp.org.au](http://www.idgp.org.au)

### **Users**

IDGPCONNECT email accounts are being offered initially only to general practice staff. It is IDGP's intention to offer IDGPCONNECT email accounts to consultants at a later date so that patient information may be communicated electronically in a broader environment.

### **Funding**

Funding for this initiative has been derived from a grant gained by IDGP through the Alliance of NSW Divisions (ANSWD) on behalf of the Department of Health and Ageing. The prime purpose of the initiative is to support practice nurses but the same technology allows us to create a secure communications network throughout the region.

Therefore we are able to offer practice nurses a free secure email account with free setup. We are also able to offer an additional free account to the practice with setup at OTIiS (Helpdesk) member rates. Practice addresses are becoming more important as hospital patients commonly identify with a practice more readily with a practice than a particular doctor. Practice addresses also allow staff access to emails, when a particular GP is on holidays.

Additional email accounts (eg for allied health providers) are available at cost (\$55 pa).

### **Viruses**

The IDGPCONNECT server is configured with spam and virus scanning of all incoming e-mails. All out going mail is scanned for viruses. If a virus is blocked the recipients will receive an e-mail notification as will OTIiS (formally IDGP IT Team). The blocked e-mail is not able to be retrieved.

### **Spam**

The IDGPCONNECT server incorporates an advanced spam control system that is nearly unnoticeable to end users but reduces unsolicited e-mails dramatically. The first time a new e-mail address sends an IDGPCONNECT e-mail it will be delayed for 5 to 30 min, After the first e-mail there will be no delay as the server remembers the address. Certain e-mail accounts are exempt from this including SESIAHS e-mails.

If the spam filter suspects an e-mail is spam it will be marked SPAM in the subject. You or OTIiS (formally IDGP IT Team) can set up a filter in your mail client to deal with these e-mails.

### **Account conventions**

E-mail accounts will be designated as .....@idgpconnect.org.au. The user name will be first letter of first name and last name, for example Michelle Smith will be msmith. There will also be a profession indicator. If Michelle is a Practice Nurse the address will be msmith.pn<at>idgpconnect.org.au.

### **Limitations**

Each e-mail account has a limit of 100mb of storage space

Currently e-mails can not be sent to IDGPCONNECT e-mail addresses from Yahoo e-mail accounts due to the large amounts of spam from these addresses. If this is an issue please contact OTIiS (formally IDGP IT Team).



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## Application for IDGPCONNECT E-Mail Account

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Position at the practice: \_\_\_\_\_  
(Practice Nurse, GP, Practice Manager, Dietitian etc.)

Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Current E-mail: \_\_\_\_\_  
(If Applicable)

**The practice manager and/or the practice principal are aware of this application**

**Please mark the account charge type:**

- Free Practice Nurse e-mail account and Free setup**
- Free e-mail account 1 per practice, set up at Helpdesk rates**
- e-mail account \$55 PA inc GST, set up at Helpdesk rates**

**Authorised by** \_\_\_\_\_ **Signed** \_\_\_\_\_  
Billing will be sent to the practice based on the above information

**Pease complete separate application forms for each e-mail account required.**  
(For example a separate form is required for a Practice Nurse and a Practice e-mail account)



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## Conditions of licence

The E-Mail account is not to be used for any illegal, unethical or antisocial use. Antisocial use includes bad language, chain letters or spam.

E-Mail users should conform to relevant Australian Legislation.

IDGPCONNECT e-mail accounts are not to be used to distribute bulk or unsolicited e-mails (SPAM). If a virus affects your computer and starts sending spam your IDGPCONNECT e-mail account may be disabled until the problem is rectified. It is the responsibility of the e-mail account holder to ensure that an up-to-date virus scanner is in use on the computer.

It is the user's responsibility to ensure the e-mail account is not publicly available eg on a web site, or given out to suspect web sites that then send large amounts of SPAM.

This document serves as consent for IDGP and IDGPCONNECT to send e-mails to you about general network issues and to distribute important information relevant to you via e-mail.

The flow of e-mails will be monitored for unacceptable usage such as spamming; an infringing account will be suspended. This document serves as the notification and your acceptance of this policy.

E-Mails containing viruses will be deleted automatically and permanently.

Username and passwords must not be divulged to anyone.

Users are responsible for all E-Mail traffic that is sent from their account.

Each e-mail account has a limit of 100mb of storage space so it is the user's responsibility to remove e-mails from the server.

It is the e-mail account holder's responsibility to ensure that patient confidentiality is maintained at all times. Patient information should only be sent to parties with the appropriate patient consent.

Idgpconnect e-mail accounts can only be accessed via S-Tunnel or HTTPS web mail technology. At present e-mails are only encrypted between IDGP and IDGPCONNECT e-mail accounts. No identifiable patient information should be sent to other e-mail accounts at this time.

**I, \_\_\_\_\_, have read the above conditions and agree to abide by them.**

**Signature \_\_\_\_\_**