San Mateo County Behavioral Health and Recovery Services
Exchanging Confidential Email Messages with Clinicians Outside GroupWise
BHRS Policy 03-11, Attachment D

Use the encryption process (Tumbleweed) when you send email messages with PHI to individual and agency providers who are not in the county GroupWise network.

Here's how to send email using the Tumbleweed system.

- Create your email message.

- Before sending the email, click on the Send Options Tab that's above your name.

- Go to the Classification drop down list and select Confidential.

- Go to the Tool Bar and click on Send.

The recipient will receive your message from the County GroupWise. Tell the recipient to

- Click on the View Message box. The security system will pop up with a screen asking them to complete a one-time account setup and password to receive your message.

- The recipient must enter their information into this screen and then click Continue.

- The recipient should now be able to view the message. In the future, the recipient simply needs to key in the password to view PHI email from San Mateo County.

If you have any questions, call Doreen Avery at 573-2284.