Name of Policy: Electronic Mail
Policy Number: 3364-130-15
Department: Nursing Service/Staff Development
Approving Officer: AVP Patient Care Services/CNO
Responsible Agent: AVP Patient Care Services/CNO
Scope: The University of Toledo Medical Center (UTMC)

(A) Policy Statement

Electronic mail (e-mail), like postal mail, is a mechanism for official UTMC communication to employees. UTMC Nursing Service Administration will exercise the right to send e-mail communications to all employees. The Nursing Service Administration will expect that e-mail communications will be received and read in a timely manner.

(B) Purpose of Policy

To effectively communicate with nursing staff in order to ultimately improve their knowledge and skills for providing high quality patient care.

(C) Procedure

1. All Nursing Services employees are expected to check his/her e-mail on a frequent and regular basis in order to stay current with UTMC related communications. Recognizing that certain communications may be time critical, it is recommended that e-mail be checked daily, but at a minimum of twice per week for full time employees. Part time and contingent employees are also recommended to check his/her e-mail daily, but at a minimum of once every two weeks. Regular e-mail management will minimize the risk of a full inbox, causing the e-mail to be returned to the sender with an error.

2. Undeliverable messages returned because of either a full inbox or use of a "spam" filter will be considered delivered without further action required of the Nursing Service Administration sender. The employees will be held accountable for the information that was contained in the returned e-mail.