

Sample Email File Plan

Default / Exception	Function	Record Folder	Record Type Examples	Recommended Retention Period (Years)
Default	Administration	Business Emails - Default	Policies & procedures; General departmental records; General correspondence; Working files; Strategy & planning	6 years
Exception		Buildings, Plant & Property	Blueprints & designs; construction documents; deeds & titles; leases	Permanent
Exception		Organizational Records & Contracts	Business contracts; Board Meeting minutes & resolutions; Bylaws; Historical records (awards, photos, etc),	Permanent
Exception		Compliance Records	Incident reports; Patient complaints; HIPAA records, CADHS records, JCAHO records	Permanent
Exception		Facilities - Purchasing & Receiving	Purchase requisitions; Requests for proposals, etc	6 years
Default	Finance	Business Emails - Default	General correspondence; Regular financial statements; Budgets; Working files;	7 years
Exception		Tax & Permanent Financial Records	Annual financial statements; Financial statements to the IRS or states; OSHPAD Disclosures;	Permanent
Exception		Payor Relations	Claim correspondence with payors & medical groups; Payor agreements; Monthly reports	10 years
Default	Human Resources	Business Emails - Default	General correspondence; Internal employee announcements; Training Materials;	6 years
Exception		Personnel Matters	Manager records; Evaluations; Termination files; Disciplinary issues	Permanent
Exception		Occupational Health & Safety	L&I claims; Accident logs and reports; OSHA Reports & Statistics, Workers comp matters; HazMat reports;	Permanent
Default	Information Technology	Business Emails - Default	General correspondence; Policies & procedures; Support Requests	6 years
Default	Operations - Health Services	Emails Re: Patient Healthcare & Treatment	Care plans, SBARs, Requests for tests; Advance directives, etc;	Permanent
Default	Risk Management	Business Emails - Default	General correspondence; Policies and procedures; Working files	6 years
		Litigation	Legal correspondence; Investigation notes/correspondence, etc	20 years
		Compliance / Risk Management Reports	Incident Reports; Patient Complaints; Medical Fraud & Risk Management Reports; Patient Safety matters	Permanent
		Environmental Health & Safety	HazMat Reports; Decontamination Reports; Toxic Control Reports, etc	Permanent
		Insurance	Correspondence with agents/brokers; Policies; Amendments; Applications, etc	Permanent
Default	Outlook Folders	Inbox	General business emails	2 years

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Drafts	90 days
Deleted Items	90 days
Sent Items	90 days