

## APPENDIX A15.7.1.i - CLIENT EMAIL INFORMATION BROCHURE

	<b>ADMINISTRATIVE AND OPERATIONAL POLICY MANUAL</b>		
	<b>Information Technology (IT)</b>		
	<b>A15</b>	<b>APPENDIX A15.7.1.i - A15.7.1.ii – CLIENT COMMUNICATION INFORMATION AGREEMENT – EMAIL COMMUNICATION CONSENT FORM FOR CLIENTS</b>	
	Review responsibility	<b>Systems Administrator; Data Management Coordinator</b>	Approval

### Dear Client

At Flemingdon Health Centre (FHC), we are always looking to improve the way we provide health care. We are happy to inform you of our new client communication policy.

### Client Communication Policy

The following forms of communication are acceptable forms which FHC staff can use to communicate with you:

- In person
- Telephone
- Fax
- Email – if you provide consent

The following forms of communication are not acceptable forms and FHC staff are not allowed to use them to communicate with you:

- Social Media – including networking sites like Facebook, LinkedIn, Instagram, Youtube, Twitter, blogs etc.
- Other forms of electronic media not listed above

The following forms of communication are limited to non-primary health care clients only:

- Instant Messaging – including text messaging, SMS, MMS, WhatsApp, etc. – if consent is provided

### Acceptable use of Email

By using email we want to improve communication and timely care for you and your family.

### Background

With your consent, healthcare providers and administrative support staff in our team will have the option to communicate with you by email. However, we recognize the risks associated with the use of email communication. It is important to us that you are made aware of these risks prior to consenting. These risks are summarized below.

## **What does this mean for me?**

To start, we will use email to transfer **limited** information between you and your healthcare provider or administrative support staff at FHC.

An email **may** be sent to you (and would **replace** a phone call) for a variety of reasons, for example to:

- Confirm, inform or remind you of any upcoming appointments you may have
- Send you health educational materials or resources
- Advise you of upcoming programs and services we will offer
- Send you invitations to participate in surveys

You may contact us by email (in **replacement** of a phone call) for any of the following reasons. Before emailing your team you must discuss this with your provider and receptionist to ensure it is appropriate for your care.

- To book, reschedule or cancel an appointment (NOT for immediate/urgent appointments)
- For information about specialist appointments or any other referrals
- To sign up for upcoming programs and services that we offer

Please remember that email communication may become a permanent part of your electronic medical record.

## ***What are the risks of using email?***

Sending information by email involves several risks of which you should be aware. FHC clients who agree to communicate via email should understand and accept the associated risks. The risks include but are not limited to the following:

- The privacy and security of email communication cannot be guaranteed.
- Employers have a legal right to inspect and keep emails that pass through their system.
- Online services that provide your email service may have a legal right to inspect and keep emails that pass through their system.
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the intended recipient can read the email once an email has been sent.
- Emails can introduce viruses into a computer system and potentially damage or disrupt the computer.
- Email can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the FHC staff or the client.
- Email senders can easily misaddress an email, resulting in it being sent to an unintended and unknown recipient.
- Email is permanent. Even after the sender and recipient have deleted their copies of an email, back-up copies may exist on a computer or in cyberspace.

- The use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email can be used as evidence in court.

### ***What are the conditions of using email?***

- FHC staff will use reasonable means to protect the security and confidentiality of email information sent and/or received. However, because of the risks outlined above, FHC cannot guarantee the security and confidentiality of email communication and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct by the staff person. Thus clients must consent to the use of email to communicate information related to their care.
- Email is not meant to replace a visit with a healthcare provider and is not an appropriate substitute for a clinical examination. You are responsible for following up on anything that a FHC staff person has communicated via email, and for scheduling appointments when warranted.
- Email should not be used to communicate urgent information or request an urgent appointment.
- Email should not be used to convey personal health information (except information mentioned above), or to obtain health advice.
- FHC is not responsible for information loss due to technical failures.
- Your messages will not be forwarded to third parties without your consent, except as authorized or required by law.

### ***What are my responsibilities regarding email communication?***

- 1 Inform FHC in person or in writing of any changes to your email address.
- 2 Take precautions to preserve the confidentiality of emails, such as using screen savers and safeguarding computer passwords.
- 3 We encourage you to use a personal email address (rather than work) for communicating with FHC.
- 4 Ensure you only send appropriate and necessary information. FHC will not accept emails that contain offensive material (for example, pornographic, racist, slanderous and threatening material) or for any purpose that may promote illegal activity.
- 5 Withdraw consent (if necessary) only in person or by written communication to FHC.
- 6 Our staff cannot guarantee that any particular message will be read and responded to within any particular period of time. Therefore, you should not use our services to communicate about medical emergencies or other time-sensitive matters.
- 7 **Should you require immediate assistance, or if your condition appears serious or rapidly worsens, you must not rely on email.** Rather, you should call FHC for consultation or an appointment, visit our office, or take other measures as appropriate, for example, call 911.

- 8 If you do not receive an immediate response, do not send multiple messages on the same subject. This will only make it harder for our staff to respond in a timely fashion.
- 9 If your message requires or invites a response from your healthcare provider or administrative support staff and you have not received a response (within five business days), it is your responsibility to follow up using an alternate method of communication.
- 10 You must be 16 years of age or older to communicate by email with FHC.
- 11 Failure to abide by these guidelines may result in FHC “blocking” you from sending email messages. FHC may block you at any time at our sole discretion, however you will be informed of this decision.

### ***How do I sign up?***

In order for us to be able to send any emails to your identified email address, we ask that you:

1. Read the information contained in the this letter
2. Sign the **Email Communication Consent Form for Clients of The Flemington Health Centre** and return it to a staff member.

**Note:** You will receive a confirmation email after signing up to ensure that your email address is functioning and has been entered into our system correctly. If you do **not** receive this email within one week of signing up, please phone our office at 416-419 4991 (Flemington) or 416-640 5298 (Fairview) to inform us.

We will continue to advise you of any changes occurring as a result of future improvements in email communication. If you have any questions, please feel free to ask your provider or administrative staff and they will be happy to provide you any information you may need.

Sincerely,

**Flemington Health Centre Management**

**APPENDIX A15.7.1.ii - EMAIL COMMUNICATION CONSENT FORM FOR ALL CLIENTS**

By signing this form, I agree that:

- I wish to use email as one of the ways in which to communicate with the staff at Flemington Health Centre
- I acknowledge that I have the right to withdraw my consent to communicate by email with Flemington Health Centre at any time.
- I understand the risks associated with communication by email between Flemington Health Centre’s staff and me, and I consent to the conditions and responsibilities outlined in the attached email communication letter. .
- I will comply with any further instructions that the Flemington Health Centre’s staff may impose to communicate with me by email in the future.
- I acknowledge the right of the Flemington Health Centre’s staff to withdraw the option of communicating by email.
- I hereby waive, release and discharge from any and all liability, Flemington Health Centre’s, it’s employees, and all health care providers connected in any way with me as a client, for any complications which may arise from the use of email.
- I indemnify and hold harmless the entities or persons noted above from any and all liabilities or claims made by other individuals or entities as a result of my decision.
- I agree to abide by the terms of this agreement and consent.
- Any questions I may have had were answered to my satisfaction.

**PLEASE PRINT CLEARLY**

Date:

Name of Client: \_\_\_\_\_ Date of Birth: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
day month year

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

Signature of Client: \_\_\_\_\_

**Consent for email communication also applies to the records of my dependent children under 16 years of age**

Name (s) of dependent children under 16 years of age (if applicable): \_\_\_\_\_

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**APPENDIX A15.7.1.iii – INSTANT MESSAGING COMMUNICATION CONSENT FORM FOR NON-PRIMARY HEALTH CARE CLIENTS**

**Risks associated with instant messaging communication**

- Text messages and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Text messages and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

By signing this form, I agree that:

- I wish to use instant messaging as one of the ways in which to communicate with the staff at Flemingdon Health Centre
- I acknowledge that I have the right to withdraw my consent at any time.
- I understand the risks associated with communication by instant messaging between Flemingdon Health Centre's staff and me.
- I will comply with any further instructions that the Flemingdon Health Centre's staff may impose in the future.
- I acknowledge the right of the Flemingdon Health Centre's staff to withdraw the option of communicating by instant message.
- I hereby waive, release and discharge from any and all liability, Flemingdon Health Centre's, it's employees, and all service providers connected in any way with me as a client, for any complications which may arise from the use of instant messaging.
- I indemnify and hold harmless the entities or persons noted above from any and all liabilities or claims made by other individuals or entities as a result of my decision.
- I agree to abide by the terms of this agreement and consent.
- Any questions I may have had were answered to my satisfaction.

**PLEASE PRINT CLEARLY**

Date:

Name of Client: \_\_\_\_\_ Date of Birth: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
day month year

Signature of Client: \_\_\_\_\_

**Consent for instant messaging communication also applies to the records of my dependent children under 16 years of age**

Name (s) of dependent children under 16 years of age (if applicable): \_\_\_\_\_