

Patient Electronic Communications Consent

Electronic communication is a widely accepted form of communication. While it cannot replace personal encounters between you and your health care provider, it can be a convenient way to exchange information.

All electronic communication will be acknowledged in a timely fashion. However, we do not monitor when the office is closed for weekends, evenings, statutory holidays and vacations. Please consider our office hours when you are waiting for a reply to your electronic communication. As a general rule, we will respond to patient emails **within 3 business days**. If you do not receive a response within the designated time period, please assume that your email was not received and call the office to follow up.

If you are experiencing a medical emergency **PHONE 911 IMMEDIATELY**

Contact Information:

If at any time you wish to opt out of electronic communications kindly contact our office.

Blue Pod Reception: 519-783-0021
Green Pod Reception: 519-783-0023

Red Pod Reception: 519-783-0022
University Gates: 519-904-0656

Our commitment to you:

- The Centre for Family Medicine is committed to following the privacy and security guidelines as mandated by law in the PHIPA (2004)
- All forms of personal information shared with your health care team are kept in confidence and used solely for the provision of health care
- The Centre for Family Medicine will not release any contact information (address, phone, or email) to a third party unless it is directly related to the provision of your health care or mandated by law
- When providing general information to more than one electronic communication recipient at the same time, the Centre for Family Medicine will protect your privacy by sending the message using blind copies (Bcc)

Do NOT use email for any of the following

- ▶ As a substitute for an appointment with your health care provider.
- ▶ Requesting a diagnosis based on a written description of symptoms.
- ▶ Any frivolous, commercial, or unapproved purpose.

Family Health Team

Acknowledgement and Consent

I understand and agree that:

- Electronic communication is not an appropriate substitute for clinical examinations. I am responsible for following up on the physician's electronic communication and for scheduling appointments where warranted.
- Electronic communication is not to be used in emergencies, or when I need information or advice urgently.
- Electronic communication may be accessed by medical office staff in the course of their duties.
- Electronic communication may be accessed by my health care provider's medical colleagues while caring for me when my health care provider is absent.
- Electronic communication will use respectful language .
- I will not send pictures via electronic communication unless I have been asked by my physician to do so.
- Electronic communication will not be used for frivolous or commercial purposes. Or any purpose outside the context of my direct patient-health care provider relationship.
- Electronic communication between me and this medical practice will become part of my confidential patient record.
- This medical practice may use electronic communication to send me drug alerts, health promotion material and other educational resources.
- Electronic communication is a privilege that may be withdrawn at the discretion of this medical practice.
- Electronic communication is only for the residents of Ontario and is governed by the laws of the Province of Ontario.
- Electronic communication 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 recipient can read the electronic communication once it has been sent.
- Electronic communication can introduce viruses into a computer system and potentially damage or disrupt the computer.
- Electronic communication can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the physician or patient. Electronic communication senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients. Electronic communication is indelible. Even after the sender and recipient have deleted their copies of the email, backup copies may exist on a computer or cyberspace.
- Use of electronic communication to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Emails may be forwarded internally to staff and to those involved, as necessary, for diagnosis, treatment, reimbursement, or health care operations.
- The Centre for Family Medicine FHT is not responsible for information loss due to technical failures.
- I will notify the Centre for Family Medicine FHT of any changes to my electronic communication address.

Family Health Team

- I acknowledge the Centre for Family Medicine FHT’s right to, upon provision of written or electronic communication notice, withdraw the option of communicating through email.
- I will not add the Centre for Family Medicine FHT electronic communication address to any group mailing list.

I hereby authorize the Centre for Family Medicine FHT to disclose my personal health information to me via the following:

Email: (please print clearly) _____

I have read and understood the Electronic Communication Consent Form and fully acknowledge that sending personal health information via electronic communication is not secure and I fully accept the risks and responsibility involved with this.

I hereby waive any and all claims against the Physicians and Staff at the Centre for Family Medicine FHT in connection with the disclosure of my personal health information via email.

Patient Name:

Signature: _____ Date: _____
(Patient or Substitute Decision Maker)

Witness Signature: _____ Date: _____

Children – 13 years old and under

Relationship to patient: _____

Signature: _____ Date: _____