

#### **10.01.4.5 Vaughan Community Health Centre Client Consent and Release for Email Communication**

You have asked to communicate with our office via email. There are some limitations on how we can communicate with you by email, which we will explain here.

- Email communication is not a substitute for a clinical assessment. Although technology is changing, the best way to share information with your health care provider is in person.
- You should notify us of the email address you wish us to use. You are responsible to keep this up-to-date and notify us of any changes to your email address.
- You should not use email to communicate detailed or sensitive health information to us. Please tell us if there are certain types of information that you do not wish to discuss by email.
- We do not communicate by email diagnoses, test results or transmit other personal health information that will require a follow up visit to VCHC.
- There are some privacy risks in communicating by email:
  - Email is not considered a secure method of communicating with us. We cannot guarantee the security and confidentiality of any email communications that you send to or receive from us.
  - Emails may be filed on your health record depending on the content of the email message and can become a permanent part of your health record. Because they can become part of your health care record, they may be shared within VCHC or third parties if permitted or required by law (including with other health care providers and OHIP for example).
  - Email is easy to forge, easy to forward (sometimes accidentally) and may exist indefinitely.

- Email should not be used to communicate emergencies or time-sensitive health care issues. If you are experiencing an emergency, you should call 9-1-1 or go to a hospital or health care provider immediately. If you require a less urgent consultation, you should make an appointment to see your VCHC health care provider. We do not have 24 hours per day 7 days per week monitoring of email messages. We cannot guarantee any particular response time for an email. If you require a response to an email message, it is your responsibility to follow up by phone call to VCHC office.
- VCHC is not responsible for information loss due to technical failures.
- If you no longer wish to communicate with us by email, please notify \* in writing.

**Client Acknowledgment, Agreement and Release:**

- I acknowledge that I have read and fully understand this consent and release form.
- I understand the risks associated with communicating with VCHC by email and I accept those risks.
- I understand the limits set out for email communication with VCHC and I agree to follow those limits.
- **I agree that VCHC (and its health professionals, staff, agents and officers) shall not be responsible for any personal injury including death, and/or privacy breach (outside the control of VCHC) or other damages as a result of my choice to communicate with VCHC by email and I release VCHC (and its health professionals, staff, agents and officers) from any liability relating to communicating with me by email.**
- If I had any questions about this form, I asked VCHC those questions and agree that my questions have been answered.
- I understand I have the right to have legal advice about signing this form and what it means to me and have either sought that advice or chosen not to seek such advice.

**SIGNATURE OF CLIENT/SUBSTITUTE DECISION-MAKER**

\_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_