



## Email Consent Form

Email has proven to be an easy means of communication for our clients. While we welcome the quick and easy way to correspond, we need to inform you that email is not a secure platform and we need to make you aware of certain risks involved when using email when communicating with us.

### 1. Risk of using email

- a) Emails may not be secure and therefore it is possible that the confidentiality of such communications may be breached by a third party.
- b) Email can be circulated, forwarded, stored or even changed without the knowledge or permission of the sender or recipient.
- c) An email can be inadvertently sent to the wrong recipient, for example, by mistyping an email address or using the autocomplete feature.
- d) Backup copies of emails may exist on a computer or in cyberspace even after the sender and/or the recipient have deleted their copy.
- e) Emails can introduce viruses into a computer system, and potentially damage or disrupt the computer.
- f) Email can be used as evidence in court.

### 2. Conditions for the use of email at South-East Ottawa CHC

- a) [SEOadmin@seoche.on.ca](mailto:SEOadmin@seoche.on.ca) email should be used exclusively for booking an appointment.
- b) Clients should not use email for communication of sensitive medical information. If client chooses to send photos of medical conditions, they are aware of the risks stated above.
- c) When providers send emails to clients with personal health information (PHI) they will preferably do so using password protection.
- d) Email is not appropriate for urgent or emergency situations. SEOCHC cannot guarantee that any particular email will be read and responded to within any particular period of time.
- e) Email communication will be filed into the client's medical record.
- f) The provider will not forward client's identifiable emails without the client's/parent's/legal guardian's written consent, except as authorized by law.
- g) The provider and SEOCHC are not liable for breaches of confidentiality caused by the client or any third party.
- h) The provider and SEOCHC are not responsible for information loss due to technical failures.
- i) South-East Ottawa Community Health Centre (SEOCHC) cannot guarantee, but will use any reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, SEOCHC will not be liable for improper disclosure of confidential information.

### 3. Client Acknowledgement

If you don't agree with the conditions outlined above, please email us at SEO Admin [SEOadmin@seoche.on.ca](mailto:SEOadmin@seoche.on.ca) or call us 613.737.4809 and we will remove your email address from our records.