



APPENDIX D

Client Consent to Use Electronic Communication with South Georgian Bay Community Health Centre

SGBCHC is committed to protecting the personal and health information of our clients. We take this commitment seriously and have measures in place to ensure there is minimal risk of disclosure of personal information to persons outside the SGBCHC. To ensure this, SGBCHC requires written consent for communicating by text and email.

The use of text messaging to and from staff is only for you to contact staff at SGBCHC regarding an appointment or requesting your health care provider contact you. No health information will be shared or replied to using text messaging. We cannot guarantee a reply and therefore always encourage you to contact the SGBCHC through phone to front reception.

The use of email is possible between the SGBCHC and the client using the email of client.care@sgbchc.ca to connect with staff regarding an appointment or to send the SGBCHC information for your medical file. Staff will only reply to your original email to send back information that was requested. We cannot guarantee a reply and therefore always encourage you to contact the SGBCHC through phone to front reception.

Because of the risks outlined below, South Georgian Bay Community Health Centre cannot guarantee the security and confidentiality of electronic communications:

Risks of Using Electronic Communication

- Use of electronic communications can increase the risk of information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communications, it is not possible to completely secure the information.
- Online services may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of South Georgian Bay Community Health Centre or the client.
- Even after the sender and recipients have deleted copies of electronic communication, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.
- South Georgian Bay Community Health Centre is not responsible for loss of information due to technical failures

If the email or text is used as an e-communication tool, the following are additional risks:

- Email or text messages can more easily be misdirected, resulting in increased risk of being received by unintended or unknown recipients.
- Email or text 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 to an email address and/or cell phone number.

If it is discovered that there has been a security breach in our electronic systems, and your privacy and confidentiality is compromised, the SGBCHC agrees to: inform you as soon as it is reasonably possible; if feasible, steps will be put in place to make sure this breach does not occur again; and inform you with regards to steps that are taken to ensure this does not happen again.

The SGBCHC complies with all standards set out by the Personal Health Information Protection Act, 2004 (PHIPA). The SGBCHC may store your electronically collected information (email address, cell number), and potentially any electronic communication we may have with you through email on our secure server within a firewalled, encrypted network of computers. If the communication is through text message there are no encrypted safeguards within our technology to protect your information.

Your signature below indicates that you have read, understand and agree with this policy and that you willingly give consent to the SGBCHC to communicate with you electronically.

Email Address: _____ **Cell Number:** _____

Printed Name of Client: _____

Client Signature: _____

Date: _____

Printed Name of SGBCHC Staff: _____

Staff Signature: _____

Date: _____

Relevant Policy: [Privacy Policy](#)