

PATIENT CONSENT TO COLLECT EMAIL ADDRESS FOR VIRTUAL CARE APPOINTMENT

Dear Patient:

Trillium Health Partners (THP) is now offering virtual visits to reduce physical contact and protect our patients against COVID-19. A virtual visit is one where you and your health care provider communicate using audio and visual technology. The hospital uses the Ontario Telemedicine Network (OTN) that are easy to use and secure.

It is important to note that although OTN is a secure application, virtual visits are not free of risk due to the nature of cybersecurity. Email is convenient but there is also a risk that information exchanged can be disclosed to a third party. It can be intercepted, forwarded, stored, even changed, or accessed by third party or email providers without anyone's knowledge or consent. This also applies to the use of email. If you agree to participate in a virtual visit, we will need your email address in order to send you information on downloading the application, setting up the meeting and best practices to protect privacy.

Privacy is a top priority for THP and we want to assure you that virtual visits are made in a privacy protective setting, where no one but those providing care to you are present. Before your appointment, we will email you an invite that will include the link to connect you to your virtual visit. No information about your health, care or treatment will be included in the email to you.

If you would like to receive email from THP to participate in a virtual visit, we require your consent before we begin the process.

Please read the information on the risks of using email and our terms of use in Appendix A. If you have any questions, please feel free to ask us.

Please note: **YOU MUST NOT USE EMAIL FOR MEDICAL EMERGENCIES.** If you require immediate help, seek emergency services.

I acknowledge and fully understand this consent form. I agree to receive information by email. If I change my mind, I will tell my care provider, or Patient Registration as soon as possible.

E-mail address (please print): _____

Patient name (please print): _____

Patient's Signature: _____ Date: _____

THP will send you an email regarding the use of OTN for virtual visits which will include set up instructions. Your appointment email will be sent to you on the day of your appointment. Always make sure that you only click on trusted links embedded in emails.

APPENDIX A – RISKS AND TERMS OF USE FOR EMAIL

What do you need to know about using email?

The privacy and security of emails sent between the Hospital and you cannot be guaranteed. Emails sent to and from the hospital:

- May be read or saved by your internet, network or email provider (i.e. Rogers, workplace, public networks)
- Backup copies of e-mail may exist even after the sender or the recipient has deleted his/her copy
- May be easily manipulated, more easily than handwritten or signed notes
- May contain viruses that can damage or disrupt the computer
- May be forwarded, intercepted, sent to others, stored, or even changed without you or your care provider knowing
- May easily be sent to the wrong person or group

Once the hospital receives your email, the Hospital takes steps to protect it:

- Your email is kept secure in Hospital IT systems
- Information that is important to your care will be put into your medical record
- Your email may be shared with other Hospital staff if it is needed for your care or to run the Hospital or for another reason under applicable law
- Even though email is protected, emails may continue to exist on servers and electronic devices even if an original email is deleted. Emails saved on portable devices (such as smartphones or laptops) may be accessed in the unlikely event that the device is lost or stolen

Remember:

- Emails may not be read right away and should not be used in emergencies or to send urgent questions or concerns to the Hospital.
- It is your responsibility to check your emails and to tell the Hospital if you change your email address.

Patient Initials

Tips for Maintaining Privacy for the Virtual Care Visit

- Be aware of your location and surroundings when speaking with your healthcare provider.
- Ensure only people who you are willing to know your personal health information are with you during the visit.
- Ensure that the care provided via the virtual visit is documented in the patient's chart.
- THP will never ask you for personal identifiers by email.