

## Email Risk Acknowledgment and Agreement

### **Copy and paste the below information into an email:**

Southern Health-Santé Sud cares about your privacy. Southern Health-Santé Sud has policies and procedures in place that require that any information shared by you electronically will be treated and managed in accordance with our obligations under The Personal Health Information Act.

It is important to note, however, that there is always risk when using electronic communications. Email is not considered secure and Southern Health-Santé Sud is not responsible for the security of your email service or your own device (for example, your smartphone or tablet) or the internet connection that you are using.

Our staff are required to guard your personal health information and use it only as legislation allows. That will remain the case with any personal health information our staff receive from you.

Before we can start any electronic communication with you about your health, we need you to acknowledge the risk, including the risk to your personal health information as described above. By choosing to communicate with your health care provider by electronic methods, you acknowledge and agree that:

- there remains risks associated with this method of communication and waive any and all liability of Southern Health-Santé Sud, it's affiliates, and the health professionals involved for any damages or claims arising out of or in connection with your electronic communication, even if Southern Health-Santé Sud, it's affiliates, and the health professionals have been advised of the possibility of such liabilities;
- emails to your health care provider should not be time sensitive or used in cases of medical emergency or crisis;
- in the case of a medical emergency or crisis, to call 911;
- urgent messages or needs should be relayed to your health care provider using regular telephone communications;
- electronic communication is not a substitute for care normally provided during a scheduled appointment;
- appointments should be made to discuss any new issues, sensitive matters or where clinical advice is being sought; and
- emails received may not be responded to by your health care provider and any follow up may be conducted by telephone or scheduling an appointment.

Please contact your health care provider if you have any concerns or questions or if you are not comfortable with the risks described here. Your health care provider can support you in finding another way to connect to support your health needs.