



Consent for Communication by Email and Telehealth

Risks of using email:

While the opportunity to communicate by email enhances your care, transmitting patient information poses several risks. **You should not agree to communicate with your practitioner by email without understanding and accepting these risks.** The risks include, but are not limited to:

- The privacy and security of email communication cannot be guaranteed.
- Employers and online services *may* have a legal right to inspect and keep emails that pass through their email system.
- Email is easier to falsify than handwritten or signed hard copies, and it may be impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- Emails can introduce viruses into a computer system and potentially damage or disrupt the computer.
- Email can be forwarded, intercepted, circulated, stored, or even changed without your knowledge or permission.
- Email senders can easily misaddress an email, resulting in it being sent to unintended recipients.
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or online.
- Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email communication is a part of your client/patient health record and can be used as evidence in court.

Conditions of using email:

Because we cannot guarantee the security and confidentiality of email communication, we require your consent to communicate with you in this manner. Your consent includes the following conditions:

- Emails *may* be forwarded internally to the practitioner's staff and to those involved for reimbursement, healthcare operations, and other handling. The practitioner will *not* forward emails to third parties without your consent, except as required by law.
- Although we endeavor to read and respond promptly to emails, we cannot guarantee that any particular email will be read and responded to within any particular period of time. **Do not use email for medical emergencies or other time sensitive matters.**
- Email communication is not an appropriate substitute for clinical examinations. Email communication is also subject to misinterpretation by yourself or your health practitioner. Please request clarification from your practitioner every time you're uncertain of an email's meaning. Alternate communication forms (such as a telephone call), may be required in some circumstances.
- Email communication is part of your health record and you may be billed by your practitioner for email communication.

Conditions and risks for participating in a telehealth, telemedicine, or teletherapy:

Telehealth includes any appointment conducted or health advice offered electronically, including online video, telephone, text, and email. Because we cannot guarantee the security and confidentiality of telehealth communication, we require your consent to communicate with you in this manner. Your consent includes the following conditions:

- While precautions are taken to protect your privacy, no internet-based communication is 100% guaranteed to be secure and confidential.
- Virtual and telephone appointments are similar to in-person appointments in that your health practitioner must record details of your appointment in your patient/client chart and maintain a legal record of the appointment. These appointments will be billed at a similar or same rate as in-person appointments and are subject to the same cancellation policies.
- Insurance companies have different policies regarding reimbursement of services provided via telehealth. Please confirm the details of your policy with your insurance provider.
- Virtual or telephone appointments are not the same as face-to-face meetings. Though they may be more convenient for you, limitations can include possible reduced accuracy of a diagnosis, breach of your privacy (e.g. a coworker or family member walks into the room you're working in), sudden disconnection of the audio or video link which could delay evaluation and treatment, or inadequate support in the event of a medical crisis.
- It is the legal responsibility of regulated health practitioners to determine whether virtual or telephone appointments are appropriate for the condition being diagnosed or treated. Telehealth appointments may not be possible for safety and legal reasons, as determined by your health provider.
- Unless otherwise acknowledged by your healthcare provider, you agree to be physically located in the province of Ontario during your appointment, as a matter of regulation and licensure for your health practitioner.

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- I acknowledge that I have read and fully understand the risks and benefits associated with electronic communication and telehealth. I have had adequate opportunity to discuss my questions with my healthcare provider and my questions have been answered to my satisfaction.
 - I acknowledge the practitioner's right to withdraw the option of communicating through email, telephone, or virtual appointment. I understand that I can withdraw my consent at any time without affecting my right to future care or treatment. (Even in the middle of my video consult, I can request that we reschedule the appointment or switch to telephone, for example.)
 - I agree that KIHIC will not be held responsible and I release KIHIC from all liabilities arising directly or indirectly from the use of such technology, including security breaches or loss of information due to technical failure.
 - I consent to healthcare treatment in a virtual, email, or telephone appointment with my practitioner, for myself, my child, or a minor in my legal custody.

Name

Signature

Date