**Patient Email Policy/Consent**

WRNPLC offers the opportunity to communicate with our clinic via email. Our clinic may provide resources, appointment changes, general information via email.

Although WRNPLC uses reasonable means to protect the confidentiality and security of email information that is sent and received, this cannot be guaranteed.

All emails to or from the patient are made part of the patient record. Because they are part of the record, other individuals authorized to access that record, will have access to emails

**The patient understands and agrees to:**

* Inform the clinic of changes in his/her email address
* Avoid using an employer’s computer
* Always sign full name to at end of email
* Clearly indicated the subject of the email in the subject line
* Inform clinic of any types of information that he/she does not want sent by email
* Use respectful language in emails

**The patient understands and agrees that email is NOT to be used for the following:**

* Emergency problems. In the event of emergency, call 911
* Urgent problems/questions. In these cases, patients are to call WRNPLC.
* Requesting a diagnosis based on written description of symptoms
* Requesting a new prescription or medication
* Requesting medical advice or information for anyone other than yourself
* Exchanging sensitive medical information such as sexually transmitted disease, AIDS/HIV, mental health, developmental disability or substance abuse.
* Complex medical issues
* Unsolicited personal health information or photos
* When you are not in your home province where your health care provider is licensed to practice (e.g., when you are travelling)
* Sending web site links for your health care provider to comment on
* Correspondence greater that 250 words
* Frivolous or commercial purposes

**The patient acknowledges:**

* WRNPLC or patient has the right to terminate the email relationship at any time
* Reception may forward email internally to WRNPLC staff. WRNPLC will not forward emails to independent third parties without the patient’s prior written consent except as authorized or required by law
* WRNPLC will use reasonable efforts to protect the patient’s personal information as required by law. The patient is aware that WRNPLC does not use encryption for the email system and cannot guarantee total confidentiality
* WRNPLC is not responsible for risks associated with email use including, but not limited to, security breaches and improper disclosure of confidential information.
* Email is not a substitute for care provided in clinic visit
* Emails are not monitored when the clinic is closed after hours, on weekends, stat holidays and vacations. Consider the office hours when you are waiting for an email reply
* If the inquiry is urgent, you must call the clinic to book an appointment
* The following risks:
  + Email is easier to falsify then handwritten or signed hard copies. It is 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
  + Email can introduce viruses into a computer system
  + Email can be forwarded, intercepted, circulated stored or even changed without the knowledge or permission of the provider or patient. Email senders can easily misaddress an email resulting in it being sent to many unintended and unknown recipients. Email is indelible. Even after email have been deleted backup copies may exist on a computer or in cyberspace