



Waterloo Region
Nurse Practitioner-Led Clinic

13 Water Street North, Cambridge N1R 3B2
123 Pioneer Drive, Unit B204, Kitchener N2P 2A3
#10-10 Townsend Drive, Breslau NOB 1M0
(519) 772-2322 phone
(519) 772-2323 fax
www.wrnplc.ca

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.

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

Patient Email Address is used for:

- Cancelling appointments,
- Patients forwarding paperwork to be completed by provider (accepted only when patient's portion has been completed in full),
- Confirming an appointment,
- Clarifying instructions given by a provider,
- Sending information requested by a provider such as BP readings, glucose monitoring, immunization records...
- Sending signed consent forms or release of information.

Email is **NOT** used for the following:

- In emergencies or when information is urgently needed,
- As a substitute for an appointment,
- Sending photographs,
- Providing a diagnosis based on written description of symptoms,
- Providing information on anyone other than the patient themselves,
- Listing of symptoms, side effects, or other unsolicited PHI
- Exchanging sensitive medical information or addressing a complex medical issue,
- Counselling,
- Correspondence greater than 250 words,



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- Any frivolous or commercial purpose,
- Sending links or resources for provider review,
- Any issue outside the context of the patient-provider relationship
- 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 than 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