

## Waterloo Region Nurse Practitioner-Led Clinic

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[www.wrnplc.ca](http://www.wrnplc.ca)



### Email is used for:

- Communicating information to patients such as instructions, requisitions, results.
- Patients forwarding paperwork to be completed by provider via patient portal on website (accepted only when patient's portion has been completed in full),
- Sending information requested by a provider such as BP readings, glucose monitoring, immunization records...
- Sending signed consent forms or release of information.
- Submitting Intake Application Forms for new patients.
- Responding to WRNPLC email will only be allowed when response is requested

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