

## Understand the Risks – Electronic Communications

HSHC will use reasonable means to protect the security and confidentiality of information communicated to our patients/clients. However, because of the risks outlined below, we cannot guarantee the security and confidentiality of electronic communications (reference: adapted from <https://www.cmpa-acpm.ca/-/using-email-communication-with-your-patients-legal-Hs-1>). HSHC uses the Mikata Health text/email reminder and message system. You can find more information about this service here: <https://hshc.ca/mikata-health/>

- Use of electronic communications can increase the risk of such information being disclosed to third parties. Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system
- Email communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of HSHC or the patient.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.
- Email and text messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email and text messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once sent. Electronic communication will not be used for medical emergencies or time-sensitive matters.
- Electronic communication is not an appropriate substitute for in-person or over-the-telephone
- communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed. You are responsible for following up with HSHC and for scheduling appointments where warranted.
- Electronic communications will be made part of your medical record. Other individuals authorized to access the medical record may have access to those communications.
- HSHC is not responsible for information loss due to technical failures associated with your software or internet service provider.
- By consenting to telephone (plus voicemail and text message) you consent to HSHC leaving our phone number, which could potentially be used to identify the call as originating from HSHC.

## Keeping Your Messages Private

HSHC's Role	What You Can Do
<ul style="list-style-type: none"> <li>• We will verify your identity before sharing information over the telephone</li> <li>• We will not share sensitive information over email or text messages without the use of the secure Mikata Health portal.</li> <li>• Our text message appointment reminders will come from “the Health Centre” instead of our full name. Our full name and details will not appear until you click through a secure link.</li> </ul>	<ul style="list-style-type: none"> <li>• If you agreed to receiving messages on your personal device, don't forget to adjust your default notification settings to avoid information from being displayed on your screen (which can occur even if the screen is locked).</li> <li>• Don't share your passwords.</li> <li>• Keep your contact information up to date.</li> <li>• You can opt out of the Mikata Health service at any time.</li> </ul>