

CLIENT CONSENT TO E-MAIL COMMUNICATION

Alzheimer Society of Toronto (AST) recognizes that email is an important method of communication. However, because of the privacy risks associated with email, healthcare providers are not able to communicate with clients via email. If a client wishes to be contacted via email, they provide express verbal or written consent that they understand the risk of using email with respect to the protection and privacy of their personal health information.

Programs that do not provide health care services may use email to communicate with clients and vice versa.

While AST takes physical, electronic and administrative measures to protect email communication, clients should recognize and accept the risks and conditions associated with the use of email.

Risks of Using Email

- Transmitting information by email poses several risks that you should be aware of. You should not agree to communicate with staff by email without understanding and accepting these risks. The risks include, but are not limited to the following:
- The privacy and security of email cannot be guaranteed.
- Employers and online services may have a legal right to inspect and keep emails that pass through their system.
- Email may be falsified. In addition, it is very difficult to verify the 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 the knowledge or permission of the sender or recipient. Email senders can easily misaddress an email, resulting in it being sent to unintended and unknown recipients.
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, backup copies may exist on a computer or in cyberspace.
- Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email can be used as evidence in court.
- The client waives these encryption requirements, with the full understanding that such waiver increases the risk of violation of the client's privacy

Conditions of Using Email

The staff and volunteers of the Alzheimer Society of Toronto will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, the staff and sender cannot guarantee the security and confidentiality of email communication and will not be liable for improper disclosure of confidential information unless it is the direct result of intentional misconduct of the provider.

By providing us with your consent, you agree that:

- Emails you send or receive may be copied into your client record at the Alzheimer Society of Toronto.
- The Alzheimer Society of Toronto may forward emails internally or externally to other members of your care team, if necessary, to optimize your care. This will never happen to independent third parties without your written consent, except as authorized or required by law.
- The Alzheimer Society of Toronto may decide to stop sending email communication, at any time, for their own reasons.
- **You must not use email for medical emergencies or other time-sensitive matters. If you need immediate assistance, you must not rely on email; rather, you should take other measures appropriate, such as seeking emergency services.**
- Email communication is not an appropriate substitute for in-person or telephone consultations. You are responsible for following up with Alzheimer Society staff for support.
- The Alzheimer Society cannot guarantee that an email will be read and responded to within a specific time period.
- If your email address changes, you shall promptly inform your email correspondents.
- You are responsible for informing Alzheimer Society staff of any additional information you do not wish to be shared over email.
- Some sensitive information may prompt Alzheimer Society staff to initiate a phone or in-person conversation, as deemed appropriate.
- If you wish to withdraw your consent to communicate by email, you may do so at any time.

Email Address (please print): _____

Client Name (please print): _____

Client Signature : _____ Date: _____

Witness Signature: _____ Date: _____

RELATED DOCUMENTS

Client Bill of Rights

Client Email Communication Policy

Intake and Orientation Policy

Privacy Collection Use and Disclosure Policy

