

# CONSENT TO USE ELECTRONIC COMMUNICATIONS

## Nurse Practitioner (NP)<sup>1</sup> INFORMATION:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email (if applicable): \_\_\_\_\_

Phone (as required for Service(s)): \_\_\_\_\_

Website (if applicable): \_\_\_\_\_

The NP has offered to communicate using the following means of electronic communication (“the Services”):

<input type="checkbox"/> Email	<input type="checkbox"/> Videoconferencing (including Skype®, FaceTime®)
<input type="checkbox"/> Text messaging (including instant messaging)	<input type="checkbox"/> Website/Portal
<input type="checkbox"/> Other (specify): _____	

## PATIENT ACKNOWLEDGMENT AND AGREEMENT:

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected electronic communication Services more fully described in the Appendix to this consent form. I understand and accept the risks outlined in the Appendix to this consent form, associated with the use of the Services in communications with the NP and the NP’s staff. I consent to the conditions and will follow the instructions outlined in the Appendix, as well as any other conditions that the NP may impose on communications with patients using the Services.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for electronic communications, it is possible that communications with the NP or the NP’s staff using the Services may not be encrypted. Despite this, I agree to communicate with the NP or the NP’s staff using these Services with a full understanding of the risk.

I acknowledge that either I or the NP may, at any time, withdraw the option of communicating electronically through the Services upon providing written notice. Any questions I had have been answered.

Patient name: \_\_\_\_\_

Patient address: \_\_\_\_\_

Patient home phone: \_\_\_\_\_

Patient mobile phone: \_\_\_\_\_

Patient email (if applicable): \_\_\_\_\_

Other account information required to communicate via the Services (if applicable): \_\_\_\_\_

Patient signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness signature: \_\_\_\_\_ Date: \_\_\_\_\_

<sup>1</sup> Please note the term “NP” in this agreement includes any Nurse Practitioner who is licensed to practice in Canada’s provinces or territories.

## APPENDIX

### Risks of using electronic communication

The NP will use reasonable means to protect the security and confidentiality of information sent and received using the Services ("Services" is defined in the attached Consent to use electronic communications). However, because of the risks outlined below, the NP cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information 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.
- Electronic 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 the NP 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.
- Videoconferencing using services such as Skype or FaceTime may be more open to interception than other forms of videoconferencing.

#### If the email or text is used as an e-communication tool, the following are additional risks:

- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant 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 it has been sent.

#### Conditions of using the Services

- While the NP will attempt to review and respond in a timely fashion to your electronic communication, the NP cannot guarantee that all electronic communications will be reviewed and responded to within any specific period of time. The

Services will not be used for medical emergencies or other time-sensitive matters.

- If your electronic communication requires or invites a response from the NP and you have not received a response within a reasonable time period, it is your responsibility to follow up to determine whether the intended recipient received the electronic communication and when the recipient will respond.
- 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 on the NP's electronic communication and for scheduling appointments where warranted.
- Electronic communications concerning diagnosis or treatment may be printed or transcribed in full and made part of your medical record. Other individuals authorized to access the medical record, such as staff and billing personnel, may have access to those communications.
- The NP may forward electronic communications to staff and those involved in the delivery and administration of your care. The NP might use one or more of the Services to communicate with those involved in your care. The NP will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
- You and the NP will not use the Services to communicate sensitive medical information about matters specified below:

Sexually transmitted disease

AIDS/HIV

Mental health

Developmental disability

Substance abuse

Other (specify):

- You agree to inform the NP of any types of information you do not want sent via the Services, in addition to those set out above. You can add to or modify the above list at any time by notifying the NP in writing.
- Some Services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of these Services will be limited to education, information, and administrative purposes.
- The NP is not responsible for information loss due to technical failures associated with your software or internet service provider.

Please note this document was adapted with the permission of the Canadian Medical Protective Association.

Patient initials \_\_\_\_\_

**APPENDIX CONTINUED**

**Instructions for communication using the Services**

To communicate using the Services, you must:

- Reasonably limit or avoid using an employer's or other third party's computer.
- Inform the NP of any changes in the patient's email address, mobile phone number, or other account information necessary to communicate via the Services.

**If the Services include email, instant messaging and/or text messaging, the following applies:**

- Include in the message's subject line an appropriate description of the nature of the communication (e.g. "prescription renewal"), and your full name in the body of the message.
- Review all electronic communications to ensure they are clear and that all relevant information is provided before sending to the NP.

- Ensure the NP is aware when you receive an electronic communication from the NP, such as by a reply message or allowing "read receipts" to be sent.
- Take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords.
- Withdraw consent only by email or written communication to the NP.
- If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not rely on the Services. Rather, you should call the NP's office or take other measures as appropriate, such as going to the nearest Emergency Department or urgent care clinic.
- Other conditions of use in addition to those set out above: *(patient to initial)*

---

**I have reviewed and understand all of the risks, conditions, and instructions described in this Appendix.**

Patient signature

Date

Please note this document was adapted with the permission of the Canadian Medical Protective Association.

Patient initials \_\_\_\_\_