

Patient name: _____ DOB: _____ HCN: _____

Consent to Using Electronic Communication

At GIM Clinic (the Clinic), we offer you the following virtual care tools for communication (the "Services"):

- Secure messaging (through Telus CHR Connect portal)
- Email
- Text messaging
- Videoconferencing

In general, we will only use email and text messages to notify you of a new incoming message in our secure messaging portal or to update you on the status of your appointments. We will only send you clinical information via email or text message if you request us to do so.

GIM Clinic and the clinician will use reasonable means to protect the security and confidentiality of information sent and received using the Services. However, because of the risks outlined below, the Physician cannot guarantee the security and confidentiality of all virtual care tools:

- Use of virtual care tools to discuss sensitive information can increase the risk of such information being intercepted by third parties.
- Despite reasonable efforts to protect the privacy and security of information communicated through virtual care platforms, it is impossible to secure the information completely.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their systems.
- Virtual care tools can introduce malware into a computer system, potentially damaging or disrupting the computer, network, and security settings.
- Communications through virtual care tools can be forwarded, intercepted, circulated, stored, or even changed without the Clinic's or the patient's knowledge or permission.
- Even after the sender and recipient have deleted copies of electronic communications, backup copies may exist on a computer system.

- Communications through virtual care tools may be disclosed in accordance with a duty to report or a court order.
- Some videoconferencing platforms may be more open to interception than other forms of videoconferencing.

If the email or text is used as a virtual care 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 Clinic will attempt to review and respond in a timely fashion to electronic communications such as emails, text messages, and instant messages, the Physician 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 Physician 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.
- Virtual care 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 Clinic's electronic communication and scheduling appointments where warranted.
- Electronic communications or recordings of virtual encounters 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 and recordings.
- Your clinician may forward electronic communications or recordings to staff and those who deliver and administer your care. The clinician might use one or more of the Services to communicate with those involved in your care. The Physician will not forward electronic communications or recordings to third parties, including family members, without your prior written consent, except as authorized or required by law.



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- You agree to inform the Physician 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 Physician 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 Physician is not responsible for information loss due to technical failures associated with your software or internet service provider.

Patient acknowledgement and agreement:

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected Services, as described in this consent form. I understand and accept the risks outlined above associated with using the Services when interacting with the Clinic and my clinician and the Clinic's staff. I consent to the conditions and will follow the instructions outlined here, as well as any other conditions that the Clinic may impose in relation to patients using the Services.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for virtual care tools, it is possible that interacting with the Clinic or the Clinic's staff using the Services may not be encrypted. Despite this, I agree to interact with the Clinic or the Clinic's staff using these Services with a full understanding of the risk.

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

<i>Patient Name:</i> <i>DOB:</i> <i>HCN:</i>	<i>Date:</i>
<i>Signature:</i>	<i>Witness:</i>