



## ELECTRONIC COMMUNICATION APPENDIX

### Risks of using electronic communication

CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY will use reasonable means to protect the security and confidentiality of information sent and received using the services (“the services” are defined in the attached Consent to use electronic communications). However, because of the risks outlined below, CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY 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 communications, 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 CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY or the client.
- Even after the sender and recipients have deleted copies of electronic communication, 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 or 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

- **The use of the services is ONLY for you to contact CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY regarding: booking an appointment; requesting your care provider contact you; or to send information your provider agrees to in advance. It is NOT for clinical concerns or questions.**

- **Attempts to use the services in any way other than specified above may lead to a withdrawal of electronic communications.**
- **CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY may use the services to notify you of: upcoming appointments; requests for you to contact them; information/events related to the practice and midwifery; clinical resources (e.g. handouts, requisitions); or information that you agree to and are anticipating in advance (e.g. work letter).**
- While CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY will attempt to review and respond in a timely fashion to your electronic communication, we 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 a response from CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY 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 that 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 CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY electronic communication and for scheduling appointments where warranted.
- Electronic communications may be printed or transcribed in full and made part of your medical record.
- CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY may forward electronic communications to those involved in the delivery of your care. CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY might use one of the services to communicate with those involved in your care. CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY will not forward or send electronic communication to third parties, including family members, without prior written consent, except as authorized or required by law.
- You agree to inform CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY of any information that you do not want sent via electronic communication. You can add or modify this list at any time by notifying CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY in writing.
- CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY is not responsible for loss of information due to technical failures associated with your software or internet service provider.

■ Instructions for communicating using the electronic communication services

**To communicate using the services you must:**

- Reasonably limit or avoid using an employer's or other third party computer (when possible).
- Inform CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY of any changes to 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 messages subject line an appropriate description of the nature of the communication (ex. "book appointment") and your full name in the body of the message.
- Review all electronic communications to ensure that they are clear and that all relevant information is provided before sending to CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY
- Take precautions to preserve the confidentiality of electronic communication, such as using screen savers, phone locks, and safeguarding computer passwords
- Withdraw consent can only be done via email or written communication to CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY.
- **If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not rely on the service.** Rather, you should call CSC CHIGAMIK CHC/MIDLAND MIDWIVES BY THE BAY or take other measures as appropriate, such as paging your midwife or going to the nearest Emergency Department.

**You may request a copy of your consent and the appendix at any time for your records. We may add, modify or remove portions of the Consent to use Electronic Communications document when we feel it is appropriate to do so. To determine when it was last updated refer to the modification date found at the bottom of the page.**

References:

Association of Ontario Midwives. 2019. *Sample Privacy Policy*. December 6 2019. <<https://www.ontariomidwives.ca/protocols>>.

Information and Privacy Commissioner of Ontario. September 2016. *Communicating Personal Health Information by Email*. December 6 2019. <<https://www.ipc.on.ca/wp-content/uploads/2016/09/Health-Fact-Sheet-Communicating-PHI-by-Email-FINAL.pdf>>.

CMPA. January 2016. *Using electronic communications, protecting privacy*. December 6 2019. <<https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2013/using-electronic-communications-protecting-privacy>>.