



ST. JOSEPH'S CARE GROUP

Consent for Electronic Communication

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Electronic communication can help you, or someone on your behalf, correspond with your healthcare provider (provider). Such communication includes e-mail, text messaging, telephone, fax and videoconferencing. There are many benefits of using electronic communication with your provider including the quick exchange of information, convenience of receiving care without attending an appointment in person and consenting for your family or other care partner(s) to communicate with your provider regardless of where they live. It is important that you are aware of the following conditions of use and possible risks associated with using electronic communication.

Conditions for Using Electronic Communication Services

- 1) Your provider will attempt to respond to your communication in a timely way; however, they may not be able to guarantee to be able to respond within a specific period. It is your responsibility to follow up with your provider if you have not received a response.
- 2) A videoconference session will not be recorded without permission from all participants.
- 3) Electronic communication is not always an ideal substitute for in-person care. You are responsible to follow up on your provider's communication and schedule appointments where warranted.
- 4) Personal health information contained in electronic communication may be printed and/or transcribed in part or full and made part of your health record. Individuals authorized to access the health record, such as clinical staff and billing personnel, may have access to those communications with authorization to access only information to perform their required duties.
- 5) Your provider may forward electronic communications to staff and those responsible for helping to coordinate your care. Electronic communications will not be forwarded to third parties, including but not limited to family members, without your prior written consent, except as authorized or required by law.
- 6) At any time, your provider and you may withdraw from communicating electronically upon providing written notice. Such notice, along with this signed consent form, will be kept in your health record.
- 7) Your provider will inform you of steps to follow if:
 - a) A technical issue causes a disruption in your services;
 - b) You do not want certain information shared with anyone other than your provider;
 - c) You no longer want to communicate using electronic communication;
 - d) Your condition worsens or you experience a health emergency and need immediate help.

Risks of Using Electronic Communication

Despite SJCG's best efforts to protect electronic communication, the privacy, security and confidentiality of information exchanged may not be guaranteed. Below are additional risks for using certain electronic communications.

Additional Risks of Using E-mail and Text Messaging

- 1) E-mail and text messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients. Messages may also be easier to falsify than hard copies.
- 2) Even after the sender and recipient have deleted copies, back-up copies may exist.
- 3) E-mails may introduce malware into a computer system and potentially damage or disrupt the computer, networks and security settings. They may also be forwarded, intercepted, circulated, stored, copied, deleted and/or changed without you or your provider's knowledge or permission.



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4) E-mail messages sent and received through workplace e-mail addresses may be monitored by employees who may have the right to monitor all workplace e-mail communications.

5) Should you send e-mails from your workplace e-mail address, your employer may have a legal right to inspect and keep e-mails that pass through their system.

Additional Risks of Using Videoconferencing

Videoconferencing enables people at different locations to communicate in real-time. The security of videoconference may not be guaranteed. Information exchanged may not be secure and others may access the videoconference without your knowledge or approval.

While certain services offer enhanced security measures, others are more open to interception. SJCG cannot control third party videoconferencing services. You are responsible for the secure use of videoconferencing on your device and are encouraged to review the videoconferencing company's privacy statements and related policies to ensure up-to-date security systems are in place.

Acknowledgement and Consent

Client name:	Substitute-Decision Maker name (if applicable):
Client address:	Substitute-Decision Maker address (if applicable):
	Substitute Decision-Maker's relationship to the client:

I acknowledge that:

- a) I have read and fully understand the risks and conditions relating to electronic communication use contained on this form. I consent to the conditions of service and accept the risks. No Yes
- b) Any questions I have about the contents of this form have been answered. No Yes

I agree to:

- a) The following electronic communication(s) being used (please indicate contact information):
 - E-mail _____ Fax _____
 - Text _____ Videoconference _____
 - Telephone _____ Can a voice mail message be left? Yes No
- b) The following person or organization using the indicated electronic communication(s) on my behalf (please indicate contact information):

Name: _____ Relationship: _____

E-mail _____ Fax _____

Text _____ Videoconference _____

Telephone _____ Can a voice mail message be left? Yes No

By signing below, I confirm that the information provided on this form is true, complete and accurate.

Witness Name: _____ Client or SDM Name: _____

Witness Signature: _____ Client or SDM Signature: _____ Date: _____

For questions about the use of electronic communications, contact your provider or the Manager, Health Records & Central Registration/Admitting at (807) 343-2454.