

## Email and Owl's Secure Messaging Communication Policy

Given that the privacy of personal information is an important principle to us and that communicating by email entails some risks to confidentiality, we would like to inform you of the *Email and Owl's Secure Messaging Communication Policy* that Orleans Psychological Health Team (OPHT) is committed to respect.

### Secure Messaging – Owl client Portal

In order to limit the risks of breaching confidentiality, OPHT recommends that all its clinicians and clients favor the use of Secure Messaging accessible on the Client Portal of the Owl Practice Inc. platform. This function allows a secure and confidential exchange between the clinician and his/her client, and complies with the law on the protection of personal health information.

\* However, it is important to note that an average response time of 48 hours on working days is expected and that secure messaging **cannot under any circumstances be used by the client for emergency situations.**

### Email

Communication via email also remains an option if the use of messaging is not possible (if you wish to contact the reception, which cannot be reached by secure messaging, or if your Owl Client Portal is not yet active). However, the use of email is only permitted for the purposes listed below, and not to exchange about clinical or sensitive information. If you want to discuss your concerns with us and see if our team can meet your clinical needs, please contact us by phone at 613.454.7770.

### Information sent by email

- General information about our services.
- Basic personal information such as contact information (e.g., name, phone number, address).
- To take, cancel, or confirm an appointment.
- Electronic copy of receipt for services rendered.
- Any other information considered appropriate to be communicated by email (e.g., book suggestion, information documents, etc.).

The transmission of information by email poses various risks that you must be aware of. Risks include, but are not limited to, the following:

#### Risks associated with using email

- If someone other than you read or intercepts an email that we send you, this person will know that you are a client of our clinic or are considering consulting our clinic.
- Confidentiality and security of email communication can not be guaranteed.
- Email is easier to falsify than handwritten or signed document. In addition, it is impossible to verify the true identify of the sender or to ensure that only the recipient can read the email once it is sent.
- Emails can carry viruses and infect computer systems.
- An email can be redirected, intercepted, broadcast, stored or even altered without knowledge or authorization. Email senders can easily commit addressing errors, resulting in unintended mailings to unknown recipients.
- Email cannot be erased. Even after the sender and recipient have deleted their copies of the email, there may be backup copies in another computer or cyberspace.

#### Term of email and secure messaging use

OPHT clinicians and support staff will use reasonable means to protect the security and confidentiality of email and secure messaging information sent and received. However, because of the risks mentioned above, OPHT cannot guarantee the security and confidentiality of email communication and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct of the clinician or support staff.

- OPHT will obtain your verbal and/or written consent before sending you information by email and secure messaging.
- If you send an email before a member of OPHT team asks for your consent, you acknowledge that you understand the risks associated with it and that you are providing implicit consent to the communication via email.
- Under this email and secure messaging communication policy, you agree to use emails and secure messaging only for the purposes outlined above.
- You may refuse to provide consent or withdraw your consent to communication via email and secure messaging at any time without affecting your clinical services.
- If you change your email address, you should notify our team as soon as possible.
- Our goal is to respond to emails and messaging within 48 business hours. **In case of emergency or other situations requiring prompt treatment, please contact the clinic by phone.**

- If your email or secure message requires a response and you do not receive a response within a reasonable time, it is your responsibility to follow up to determine whether the intended recipient received the email and when the recipient will respond.



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