

NORTH BAY INDIGENOUS HUB (NBIH): CONSENT TO USE ELECTRONIC COMMUNICATIONS

NBIH PRIMARY CARE PROVIDER INFORMATION:

Address: 1040 Brookes Street North Bay, ON P1B 2N6

Phone: 705.995.0060

Confidential Fax: 705.995.2155

The North Bay Indigenous Hub (NBIH) has offered to communicate using the following means of electronic communication ("the Services"):

Email: Yes No

Voice Message/Phone: Yes No

Text Messaging: (including instant messaging) Yes No

Other: (specify) _____

CLIENT 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 electronic communication services (*The 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 North Bay Indigenous Hub (NBIH) and the North Bay Indigenous Primary Care Team. I consent to the conditions and will follow the instructions outlined in the Appendix, as well as any other conditions that the North Bay Indigenous Hub (NBIH) may impose on communications with Clients 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 North Bay Indigenous Hub Primary Care staff using *the Services* may not be encrypted. Despite this, I agree to communicate with the North Bay Indigenous Hub (NBIH) using these services with a full understanding of the risk.

I acknowledge that either I or the North Bay Indigenous Hub (NBIH), at any time, may withdraw the option of communicating electronically through *the Services* upon providing written notice. Any questions I had have been answered.

Client name: _____

Client address: _____

Client home phone: _____ Client mobile phone: _____

Client email (if applicable): _____

Other account information required to communicate via *the Services* (if applicable): _____

Client signature: _____ Date: _____

Witness signature: _____ Date: _____

APPENDIX

Risks of using electronic communication

The North Bay Indigenous Hub (NBIH) 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 North Bay Indigenous Hub (NBIH) 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 North Bay Indigenous Hub Primary Care staff or the Client.
- 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.

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 hardcopies. 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 North Bay Indigenous Hub (NBIH) will only use electronic communication for the purpose of reminding its clients of upcoming appointments. *The Services* will not be used for receiving communications from clients (except those associated with electronic appointment reminders) or for medical emergencies or other time-sensitive matters.
- Electronic communication is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations, where appropriate. You are responsible for following up on the North Bay Indigenous Hub’s electronic communication and for scheduling appointments where warranted.
- The North Bay Indigenous Hub’s Primary Health team may forward electronic communications to staff and those involved in the delivery and administration of your care. The North Bay Indigenous Hub (NBIH) will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.

- The North Bay Indigenous Hub (NBIH) is not responsible for information loss due to technical failures associated with your software or internet service provider.

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 North Bay Indigenous Hub (NBIH) of any changes in the Client’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:

- Ensure The North Bay Indigenous (NBIH) is aware when you receive an electronic communication from The North Bay Indigenous Hub (NBIH), such as a reply message, reply prompt (e.g. press “1” to confirm appointment or allowing “read receipts” to be sent.
- Take precautions to preserve the confidentiality of electronic communications, such as using screensavers and safeguarding computer passwords.
- Withdraw consent through written or verbal communication to The North Bay Indigenous Hub. (NBIH)
- 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 North Bay Indigenous Hub (NBIH) or take 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:
(Client to initial)

Client Initials_____

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

Client Signature:

Date:

Client Initials_____