

# Vasectomy Central

## Electronic Communication

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Vasectomy Central staff and physicians use several modes of communication: email, text messages, phone and phone messages. We will communicate with you using some or all of these communications services. In addition to the above types of electronic communication, Vasectomy Central may send in response to messages utilizing the client portal secure messaging called Ava Connect. All messages in the client portal are encrypted securely stored to maintain the confidentiality and privacy of the client's health information in accordance with Alberta's health information act (HIA)

Types of electronic medication used:

- Text messages
- Email
- Phone
- Phone messages

### **Risks of using Electronic Communication:**

Vasectomy Central will use reasonable means to protect the security and confidentiality of information sent and received using the communication services, however because of the risk outlined below, we 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 her 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 the past through their system.
- Electronic medications can introduce my wear into a computer system, and potentially damage or destroyed the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored or even change without their knowledge or permission of Vasectomy Central or the patient.
- Even after the sender and recipient have deleted copies of electronic communications, backup copies may exist on a computer system.
- Electronic medications may be disclosed in accordance with a duty to report or court order.

### **Email and text:**

If the email or text is used as a communication tool, the following are additional risk:

- 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 center, or to ensure that only the recipient can read the message once it has been sent.

**Terms and conditions:**

1. While Vasectomy Central will attempt to review and respond in a timely fashion to your electronic medication, Vasectomy Central cannot guarantee that all electronic medications will be reviewed and responded to in any specific period of time.
2. The Services will not be used for medical emergencies or other time sensitive matters.
3. If your electronic medication requires or invites a response from Vasectomy Central 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 to receive the electronic medication and when the recipient will respond.
4. Electronic medication is not an appropriate substitute for in-person or over the telephone communication or in-person assessments, where appropriate, or for attending the emergency department are when needed you are responsible for following-up on Vasectomy Central's electronic communication and for scheduling appointments where warranted.
5. Electronic medications concerning diagnosis or treatments may be printed or transcribed in full and made part of your medical record.
6. Vasectomy Central may forward electronic communications to staff and those involved in the delivery and administration of your care. Vasectomy Central might use one or more of the services to communicate with those involved in your care. Vasectomy Central will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
7. You agree to inform Vasectomy Central of any type of information you do not want to send via the Services, in addition to those set out above. You can add to or modify the above list at any time by notifying Vasectomy Central in writing.

**Electronic medication consent**

- Some services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of the services will be limited to education, information, and administrative purposes.
- Vasectomy Central is not responsible for information loss due to technical failure associated with your software or Internet service provider

**Acknowledgment:**

1. I acknowledge that I fully understand the risks, limitations, conditions of use and instructions for use of the selected communication services described in this consent form. Understand and accept the risks outlined associated with the use of these communication services with the physicians and the Vasectomy Central staff. I consent to the conditions and will follow the instructions outlined above, as well as any other conditions that the physicians may impose on communications with patients using the communication services.
2. 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 the physician or Vasectomy Central staff using these services may not be encrypted. Despite this, I agreed to communicate with the physicians or Vasectomy Central staff using these services with a full understanding of the risks

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3. I acknowledged that either I or the physician may, at any time, withdraw the option of communicating electronically upon providing written notice