

We know receiving timely and secure updates about your care is important to you.

The Listowel-Wingham and Area Family Health Team collects patient's emails in order to send you efficient and timely information related to your care. We will only collect and use your email with your permission. Consent to use your email for the purposes listed below is implied when you provide us with your email address.

The FHT may use your email to send you the following types of information:

- Patient experience surveys after your visit
- Appointment reminders
- Information to read before your appointment
- Information and links for virtual (online) appointments

We will also share your email with specialist offices and/or other health care organizations as a part of the contact information we send so that they can send you information about your referral or upcoming appointments.

Each time you come to the FHT, our registration personnel will ask you to confirm or update your email address. We respect your privacy and will ensure that written notes, electronic records, discussions with your health care provider, and emails remain confidential and private. The FHT follows all laws and rules to keep your personal health information secure/safe (see our Privacy Notice). However, there are risks associated with communicating by email and we aim to minimize these by ensuring that we have an up-to-date email address provided by you. Most email providers also have encryption enabled as a default setting to ensure that your email is not intercepted by an unauthorized third party, which aids a secured communication between the FHT and yourself.

We want you to make an informed choice and we are providing you information about these risks to help you decide whether to provide your email address.

Risks of using email could include:

- Someone (other than you) could receive information if they have access to your email. This also includes your emails stored in a 'cloud environment' (e.g. iCloud etc.)
- Information could be sent to someone (other than you), if we don't have the correct email address
- You may not receive or not see information sent from the hospital, if the email is directed to your 'junk mail' folder.

As an active partner in your own care and information security, we ask that you undertake the following responsibilities when you choose to share your email address with us:

- Ensure that the email you are providing is safe and secure
- Only share your email with us if it is one that you can and do check on a regular basis
- Contact the clinic if you change your email address and/or you no longer wish to receive information by email.

The LWAFHT will not be responsible if a breach of information occurs as a result of factors beyond our control (e.g., provision of incorrect email address,

You may cancel your permission to communicate with you by email by removing your email address at any time; just contact our office.

If you have questions about privacy and the use of your email, please connect with our Privacy Contact.