



Consent to Use Electronic Communications

Email in the Counselling and PEDPRP programs can only be used to arrange, confirm, or cancel appointments. Your counsellor may send general resources by email that you have discussed together (such as links to videos, reading materials, or community resources).

We are not able to have therapeutic conversations over email. Please do not send personal updates or information related to your care over email.

You and your counsellor may also choose to have video appointments using Microsoft Teams.

I, _____, give consent to WHC to contact me by email for the above listed reasons, and accept the risks and considerations associated with electronic communications as listed in the appendix.

Client email address: _____

Client signature: _____ Date: _____

Counsellor signature: _____ Date: _____

For more information about our privacy policy please visit:
womenshealthclinic.org/privacy



Appendix:

Risks and Considerations for Using Electronic Communication:

Email:

- All emails between you and your counsellor are considered official correspondence and are copied into your medical record. Once recorded into your medical record, your counsellor will delete your email.
- Email is not 100% secure or confidential. Internet services providers (ISP) keep logs of all emails sent and received in their system. While it is unlikely an ISP administrator will read them it is possible that they could.
- If someone gains access to your cellphone, computer, or email account, they may be able to read, forward, intercept, or circulate your emails.
- There is always a risk that electronic communication can introduce malware into a computer system and potentially damage/disrupt the networks, computer and security settings.
- Electronic communications may be disclosed in a duty to report situation or a court order.
- Electronic communications are easier to falsify than handwritten or signed hard copies. It is not possible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

Video Conferencing with Microsoft Teams:

- It is the client's responsibility to ensure they are in a private setting during video sessions so as not to expose the session to a third party.
- There will be ongoing assessment of the suitability of this format for video sessions, and we may need to change formats.
- Disruptions/technological problems can occur. We will problem-solve these together.
- Microsoft Teams is an encrypted program, which means it contains coding to prevent unauthorized access.