

Sharing Information by Email or Videoconference

The Centre de santé communautaire de l'Estrie (CSCE) uses various means of communication to correspond with its clientele, such as email or videoconference.

Although email and videoconference has several benefits, it includes certain risks which you need to understand.

Please read the following information. The CSCE wishes to ensure that you understand the risks before authorizing us to keep your email address on file:

- Email communication or videoconference are not considered to be private or secure;
- Your electronic communications at work may be monitored;
- Email is easier to forge than a hand-signed paper copy;
- It is impossible to verify the actual identity of the sender or to ensure that only one recipient can read the email;
- Any email received could potentially introduce a virus in your computer system;
- Emails can be transferred, intercepted, broadcast, recorded or even changed without your knowledge;
- The sender can send an email to the wrong address by mistake;
- Emails cannot be deleted. Even if copies of an email have been deleted by the sender and recipient, backup copies can exist within the computer system or on the internet.

To minimize some of these risks, the two parties agree to the following responsibilities:

Responsibilities of the CSCE

As an organization, the CSCE is subject to the standards of the Personal Health Information Protection Act, 2004. In doing so, all staff has signed and respects the policy on the protection of personal information (PS02) which ensures the accuracy and confidential nature of personal information that it obtains in the course of its activities. To this end, measures are taken to secure your personal information.

All of our clients' email addresses are stored in our secure electronic health record platform, protected by passwords. All communications between the electronic systems used at the centre and the centre's server are coded with the "Secure Socket Layer" (SSL) protocol. Firewalls also prevent unauthorized access to our system's network and block spam, viruses and other undesirable content before they reach our infrastructure and users.

Client Responsibilities

Clients must provide us with a private email address that is not accessible to anyone else. They must ensure that their email address is protected by software encoding, or they should understand that there is an increased risk of private information being violated. Clients that change their email address need to inform the CSCE as soon as possible.

We take your health and well-being seriously. Thank you for your confidence in us.

The decision to communicate with clients by email or **videoconference remains at the discretion of each CSCE professional**. Some may prefer not to use electronic communication. As such, the agreement signed today strictly concerns you and the professional mentioned below. However, for the Diabetes Education Program or a group, this same agreement may authorize several professionals to communicate with you by email or videoconference.