

Electronic Communications: Patient Information Sheet

Unity Health Toronto (St. Michael's Hospital, St. Joseph's Health Centre, and Providence Healthcare) would like to communicate with you by email or text. You may also want us to email or text a loved one or a person involved in supporting your care. We need your permission to do so.

Your options are:

Option 1: General health information and essential hospital/clinic updates only

Only your health condition and appointment information will be sent. This may include:

- Information about your appointments:
 - The time and date of your appointment,
 - The name of your care provider or clinic, and
 - The location of the clinic or office (for in-person visits), the phone number to call (for phone visits), or the link to use (for video visits), and
 - The wait time for your appointment
- Links to sign up for patient portals
- Links to surveys about your experience at the hospital
- Questions for research about your experience at the hospital
- General information about your disease or condition (such as newsletters from the clinic or educational materials)
- Essential hospital or clinic updates
- General changes to clinic policies

Option 2: Detailed information about your healthcare

In addition to the above, your care provider may have also talked to you about sending more of your health information by email or text, or they may talk to you about doing this in future. This may include:

- Test results, prescriptions or lab test requisitions (**which could include your date of birth, OHIP #, address, phone number, gender, diagnosis or result**)
- Conversations about your symptoms, care or treatment
- Other services to support your care and treatment
- We may also ask you to send us emails with information to support your care (such as a photo).

If you have questions...

If you have any questions, or if you change your mind, please contact your doctor, care team, or Patient Registration as soon as possible. For questions or concerns about your privacy, please visit our website at

<https://unityhealth.to/protecting-your-privacy/>

FREQUENTLY ASKED QUESTIONS

What do I need to know about emails and texts?

Emails and text messages are not protected in the same way that phone calls and letter mail are protected. This means that if someone sees the texts or emails, they may know that you are a patient at Unity Health Toronto. They may also see any other information shared in the email or text message.

- Emails and texts may be read or saved by your internet or phone provider (such as Rogers).
- There is always a chance that an email could be read by others, or changed without you knowing.
- Emails can contain a virus that can harm your computer.
- If your phone is lost or stolen, text messages could be read by others.

Is email and text communication optional?

Yes. Email and text communication are not required. If you decide that you do not want to communicate in this way, the hospital will continue contacting you by telephone or regular mail. If you chose not to email or text, your care will not be affected.

Can I change my mind about email and text?

Yes. You can change your mind about email and text communication at any time by contacting your doctor or care team.

How does Unity Health Toronto protect my information?

- Your phone number and email address are kept secure in our systems.
- Any information that you send us may be added to your record if it is important for your care.
- Your email may be shared with other hospital staff if it is needed for your care, to run the Hospital, or for another reason that the law allows.

Can I use text or emails for an emergency?

No, emails sent to the hospital may not be read right away. **Do not send text messages or email for medical emergencies**. If you need immediate help, call your clinic or health care provider, or go to the Emergency department.

What else do I need to do?

Check your emails and text messages regularly. Tell the hospital if you or your loved one changes phone numbers or email addresses.

IMPORTANT: Unity Health Toronto will never ask patients or families to send personal identifiers by text message or email (OHIP number, hospital number, or address). If you get a text message or email asking for this information, please do not respond. This may be a harmful message.