

### **Important Information About Patient Email and Text**

You may request communication by email and text. This Fact Sheet will inform you about the risks of communicating with your health care provider or program via email/text.

#### **PLEASE READ THIS INFORMATION CAREFULLY**

Email/text communications are two-way communications. However, responses and replies to emails/texts sent to or received by either you or your health care provider may be hours or days apart. This means that there could be a delay in receiving treatment for an acute condition.

If you have an urgent or an emergency situation, you should not rely solely on provider / patient email/text to request assistance or to describe the urgent or emergency situation. Instead, you should act as though provider / patient email/text is not available to you - and seek assistance by means consistent with your needs.

Email/text messages on your computer, your laptop, and / or your phone have inherent privacy risks – especially when your email/text access is provided through your employer or when access to your email/text messages are not password protected.

Unencrypted email/text provides as much privacy as a postcard. You should not communicate any information with your health care provider that you would not want to be included on a postcard that is sent through the Post Office.

Email/text messages may be inadvertently missed.

Email/text is sent at the touch of a button. Once sent, an email/text message cannot be recalled or cancelled. Errors in transmission, regardless of the sender's caution, can occur.

Your email/text message is not a private communication between you and your treating provider.

Neither you nor the person reading your email/text can see the facial expressions or gestures or hear the voice of the sender. Email/text can be misinterpreted.

At your health care provider's discretion, your email/text messages and any and all responses to them may become part of your medical record.