

Associate Clinic

Gulf Canada Square
401 – 9 Ave SW
Calgary, AB T2P 3C5

CONSENT TO USE ELECTRONIC COMMUNICATIONS

ELECTRONIC COMMUNICATION INFORMATION:

Your Physician has offered to communicate using the following means of electronic communication:

- Secure Messaging using Medeo website / portal (for health information only) – Medeo Virtual Care
 - Medeo is an online platform used to send secure messages between physician and patient. When a physician sends a secure message to a patient, the patient will receive an email notification that a message is waiting for them. The patient can then retrieve the message by going to the Medeo portal.
- Appointment Reminders using Cliniconex Automated phone call/Email/Text Messaging (for appointment reminders only)
 - Cliniconex is an automated appointment reminder platform. Patients will receive either an automated phone call, email, or text message reminder for their appointments rather than a phone call from the office staff.

PATIENT ACKNOWLEDGEMENT AND AGREEMENT:

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use Medeo Virtual Care and Cliniconex more fully described in the Appendix to this consent form. I understand and accept the risks outlined in the Appendix to this consent form, associated with the use of Medeo or Cliniconex in communications with Associate Clinic Physicians and staff. I consent to the conditions and will follow the instructions outlined in the Appendix, as well as any other conditions that my Physician may impose on communications with patients using Medeo or Cliniconex.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for electronic communications, it is possible that communications with Associate Clinic physicians or staff using Medeo may not be encrypted. Despite this, I agree to communicate with Associate Clinic Physicians or staff using Medeo and/or Cliniconex with a full understanding of the risk.

I acknowledge that either I or the Associate Clinic may, at any time, withdraw the option of communicating electronically through Medeo upon providing written notice. Any questions I had have been answered.

Patient name:	
Patient address:	
Parent/Patient Email:	Parent/Patient Mobile #:
Consent for Medeo Secure Messaging	Yes <input type="checkbox"/> No <input type="checkbox"/>
Consent for Cliniconex Appointment Reminders	Yes <input type="checkbox"/> No <input type="checkbox"/>
I have reviewed and understand all the risks, conditions, and instructions described in the Appendix.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Parent/Patient signature:	Date:
Witness signature:	Date:

Associate Clinic

APPENDIX

Risks of using electronic communication

Associate Clinic will use reasonable means to protect the security and confidentiality of information sent and received using Medeo (“Medeo” is defined in the attached Consent to use Electronic Communications) or Cliniconex (“Cliniconex” is defined in the attached Consent to use Electronic Communications). However, because of the risks outlined below, Associate Clinic cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of Associate Clinic or the patient.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.
- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

Conditions of using the Services

- While Associate Clinic Physicians and staff will attempt to review and respond in a timely fashion to your electronic communication, **Associate Clinic cannot guarantee that all electronic communications will be reviewed and responded to within any specific period of time. Medeo will not be used for medical emergencies or other time-sensitive matters.**
- If your electronic communication requires or invites a response from an Associate Clinic physician or staff and you have not received a response within a reasonable time period, it is your responsibility to follow up to determine whether the intended recipient received the electronic communication and when the recipient will respond.
- Electronic communication is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed. You are responsible for following up on the Physician’s electronic communication and for scheduling appointments where warranted.

- Electronic communications concerning diagnosis or treatment will be made part of your medical record. Other individuals authorized to access the medical record, such as Associate Clinic staff, may have access to those communications.
- The Associate Clinic Physician may forward electronic communications to Associate Clinic staff and those involved in the delivery and administration of your care. The Physician might use Medeo to communicate with those involved in your care. Associate Clinic Physicians or staff will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
- **You and the Associate Clinic Physician or staff will not use Medeo to communicate sensitive medical information about matters specified below (check all that apply):**
 - Sexually transmitted diseases
 - AIDS/HIV
 - Mental health
 - Developmental disability
 - Substance abuse
 - Other (please specify):
- You agree to inform Associate Clinic of any types of information you do not want sent via Medeo, in addition to those set out above. You can add to or modify the above list at any time by notifying Associate Clinic in writing.
- Some Services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of these Services will be limited to education, information, and administrative purposes.
- Associate Clinic is not responsible for information loss due to technical failures associated with your software or internet service provider.

Instructions for communication using the Services

To communicate using Medeo or Cliniconex, you must:

- Reasonably limit or avoid using an employer’s or other third party’s computer.
- Inform Associate Clinic of any changes in the email address, necessary to communicate via Medeo or Cliniconex.
- Allow Associate Clinic to be aware when you receive an electronic communication from Associate Clinic Physician or staff, such as by a reply message or allowing “read recipients” to be sent.
- Review all electronic communications to ensure they are clear, and that all relevant information is provided before sending to the physician or staff.
- Take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords.
- Withdraw consent only by email or written communication to Associate Clinic.

If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not reply on Medeo. Rather, you should call the Physician’s office or take other measures as appropriate, such as going to the nearest Emergency Department or urgent care clinic.