

## ELECTRONIC COMMUNICATION CONSENT FORM

TruCare permits its patients to send and receive electronic communication regarding their health care. However, we want to ensure you understand the risks, benefits, and limitations of using electronic forms communication to transmit health information, including the use of telehealth.

TruCare will use its best efforts to ensure your health information is protected when stored in its systems and when, if necessary, it needs to share or transmit that information to other health care providers involved in your treatment.

TruCare's use of compliant information technology systems **does not** eliminate all risks associated with electronic communication.

If you choose to communicate with us through email, text message, social media messaging apps, or other similar forms of communication ("Electronic Messaging"), you understand that those forms of communication are not secure, and pose risks for potential interception, review, or circulation by third-parties.

Electronic Messaging has a number of risks associated with it that you should consider, including

- It can intercepted, circulated, forwarded, incorrectly addressed to the wrong recipient, and can be downloaded and/or printed
- Backup copies can be maintained even after you delete messages
- Employers and service providers have a right to review and inspect information transmitted through their systems and using their devices/hardware

TruCare will use reasonable means to protect electronic communications with the practice, but we cannot guarantee their security. By signing below, you acknowledge and consent to the risks associated with Electronic Messaging, and agree to abide by the following additional conditions:

- **IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY OF ANY KIND, DO NOT USE ELECTRONIC MESSAGING, CALL 911**
- Urgent messages should be communicated by telephone directly to our office.
- Non-urgent needs may be communicated by email or text message to the email or phone number provided by TruCare
- TruCare providers will not provide medical care, treatment, or diagnosis through Electronic Messaging and will only provide such services through its secure telehealth portal
- Electronic Messaging will be stored in your medical record
- If you participate in a telehealth visit, it is your responsibility to ensure you are in a safe and secure location where others cannot overhear or view your visit
- TruCare is not liable for the interception or breach of confidentiality of any Electronic Messaging that is caused by you or a third-party

### **I further understand that:**

- The use of electronic communication carries a level of security risk.
- If I have a telehealth appointment with TruCare, I must use the TruCare Zoom platform and cannot use other forms of video teleconference like FaceTime, Microsoft Teams, etc.

- Text messages and emails will only be used for logistics such as appointment confirmation, cancellation, or modification. TruCare will not send any health information via text message since text messages do not meet any appreciable privacy standard.
- I should not use email or text messaging to share any clinical information, and should instead leave such details in a voicemail or wait to have a direct conversation with a TruCare staff member or provider.
- If I request that I receive texts or unencrypted emails, there is a higher risk of a breach of security and I am accepting this risk in order to receive unencrypted Electronic Messages.
- TruCare staff do not check email, voice messages, or texts outside of working hours, and that I may not receive a response during such time.
- TruCare staff will not be able to receive or respond to messages if they are with another patient, in a meeting, or engaging in other tasks that interfere with their ability to respond.

By signing this form, I acknowledge that I have read and understand its content and accept the risks, benefits, and limitations of each form of electronic communication, including telehealth.

By providing my phone number, I authorize TruCare to provide information and services over the phone, including leaving voicemails, and to texts regarding appointments and administrative matters.

By providing my email address, I authorize TruCare to communicate information regarding appointments and administrative matters.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print

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If other than patient, relationship to patient