

## What to Expect with Our New Digital Tool

1

### Consent to Digital Communication

Thank you for consenting to email and SMS communications. Please see the Unity Health Toronto Consent Handout to review consents in detail.

2

### 7-Days Appointment Reminder via Email



7 days before your scheduled appointment, you will receive an appointment reminder by email which will include the following information: clinic name, appointment date and time and clinician name.

**Note:** No action is required for the appointment reminder.

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### 2-Day COVID-19 Pre-Screening via Email



2 days before your appointment, you will receive an email with a link to the COVID-19 pre-screening questionnaire. To complete the screening, click on the button in the email to fill out the 5 questions. This will take you less than 2 minutes.

**Note:** If your appointment is on a Monday, you will receive the COVID-19 pre-screening questionnaire on the Thursday before your appointment.

4

### 1-Day Appointment Reminder via Text Message

1 day before your scheduled appointment, you will receive an appointment reminder by text message which includes the name of the clinic that you are visiting, the date and the time of your appointment.



**Note:** No action is required for the appointment reminder.

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### Satisfaction Survey via SMS

1 day after your appointment, you will receive a text message with a satisfaction survey from Unity Health Toronto. The survey is easy to navigate and takes less than 2 minutes to complete. This gives you the opportunity to provide feedback on your experience at the clinic.



**Thank you for providing consent to communicate by email and/or text message.**

1

## Consent to Email Communication



We will email you information about your appointments, with:

- 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)

We may also email the following to you:

- Links to sign up for patient portals (where you can access your detailed health information)
- Links to complete a COVID-19 pre-screening questionnaire
- Links to surveys about your experience at the hospital
- General information about your disease or condition (such as newsletters from the clinic or educational materials)
- General hospital announcements and clinic announcements
- General changes to clinic policies

Your care provider may have also talked to you about sending more of your health information by email, or they may talk to you about doing this in future. If you also agreed to this, we may email the following:

- Test results, prescriptions or lab test requisitions
- 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 that helps explain your health concern).

2

## Consent to Text Communication



We may contact you via text message with:

- Your appointment notifications, including time and date of your appointment, name of your care provider or clinic, 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)
- Appointment wait times
- Post-visit surveys

**3**

## What should you know about text message privacy?

- Text messages are not likely to be viewed by other individuals, however if your device is compromised, the text could be read by others.
- Additionally the text message may be read or saved by your phone provider (such as Rogers).

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## What should you know about email privacy?

- Email is not protected in the same way that a phone call or letter mail is protected. This means that if someone sees these emails, they may know that you are a patient at Unity Health Toronto (including St. Michael Hospital, St. Joseph's Health Centre and Providence Healthcare). They may also see any other information shared in the email.
- Emails 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.
- In general, emails can contain a virus that can harm your computer.

**5**

## How does Unity Health Toronto protect patients' contact information?

Once we receive your phone number or email:

- Your contact information is kept secure in our systems
- Any information that you share will be added to your medical record if it is important for your care.
- We may share your contact information and preferences with other staff if it is needed for your care, to run the hospital or for another reason that the law allows.

**6**

## Can I use text messages or emails for an emergency?

No. *Do not use 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.

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## What else do I need to do?

Check your text messages and emails regularly. Tell the hospital if you change your phone number or email address.

Unity Health Toronto will never ask you to send your 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.

If you have any questions or concerns about your privacy, please contact the Unity Health Toronto Privacy Office at 416-864-6088 or [privacy@unityhealth.to](mailto:privacy@unityhealth.to)