

# Electronic Communication with Ontario Health atHome

You and/or your caregiver may choose to communicate with your care coordinator or service provider by email, text or other platforms (e.g., Gmail, Outlook, DocuSign).

Electronic communication is meant to support, not replace, phone or in-person conversations, and because of privacy and cyber security risks, Ontario Health atHome requires your consent before using electronic communication for purposes of your care.

## What You Need to Know

- **Privacy isn't guaranteed.** Messages may not be fully secure and may be seen by others who access your device or email, including if your email or device is hacked or lost.
- **Messages can be accidentally sent to the wrong person,** which may impact your privacy.
- **Never use email or text for urgent matters.** Contact Ontario Health atHome by phone. In an emergency, call 911.

## Tips for Safe and Effective Electronic Communication

- **Limit sensitive content.** Do not include detailed health information or private details.
- **Do not send attachments** (photos or documents) unless discussed in advance.
- **If your contact information changes, please advise Ontario Health atHome.**
- **Allow time for a response.** If you don't receive a reply within 1-2 business days, please call Ontario Health atHome.
- **Please include in every message:**
  - Reason for your message (e.g. request to schedule a home visit).
  - Name of the Ontario Health atHome staff member you are trying to reach.
  - At least two identifiers (e.g. patient name, year of birth, or address) Do NOT provide health card number.

### We use Electronic Communication to:

- ✓ Share general program or service information
- ✓ Schedule or cancel visits
- ✓ Notify you of expected absences
- ✓ Share educational or community resources
- ✓ Send forms for your electronic signature

### We do NOT use Electronic Communication for:

- ✗ Urgent or complex issues
- ✗ Care eligibility decisions
- ✗ Sensitive matters
- ✗ Clinical updates or personal health information
- ✗ Attachments containing personal health information

## Questions or looking for more information?

Contact Ontario Health atHome at **310-2222**, or visit our website [ontariohealthathome.ca](https://ontariohealthathome.ca)

For more information on staying safe online, visit [Get Cyber Safe](https://www.getcybersafe.gc.ca/en) at [www.getcybersafe.gc.ca/en](https://www.getcybersafe.gc.ca/en)