

PHSA Patient Agreement for the Clinical Digital Messaging Initiative

Thank you for participating in the Clinical Digital Messaging Initiative (a text messaging project) at the Provincial Health Services Authority (PHSA), with the vendor Memora Health. We collect your cell phone number to send you text messages with specific information:

- general information about the clinic
- educational resources
- appointment reminders

Your privacy is very important to us. PHSA wants you to understand how your privacy will be protected if you use text messaging:

- Depending on your cell phone plan provider (companies like TELUS or Shaw), information may be stored and routed outside of Canada
- Try not to send personal information to us by text messaging
 - Sending personal information by text messaging may not always be secure
 - If you are not sure about sending us something by text messaging, call the clinic instead
 - If you have to send us personal information by text messaging, send as little as possible
- If you delete text messages from PHSA and clinic staff, backup copies could still be (available) in cyberspace
- Information that you send via text message may be documented in your health record

PHSA staff will **not**:

- Give you personal health advice by text messaging. You have to call or meet with us to ask questions about your health
- Check text messages every day or at all hours

Your responsibilities:

- Let us know if your phone number changes
- Tell us if you don't want to get messages by text anymore

Do not text the clinic if you have an emergency. Call 9-1-1 or go to the closest emergency department.

If you have any questions or concerns about the collection of personal information please contact: Emily Hamilton (officeofvirtualhealth@phsa.ca).