



Notice to Clients Email and Text Message Communications

Island Health (ISLH) uses electronic communication tools such as Email and Text messaging (E/T) to improve communication with clients. Scenarios where E/T is used include:

Automated Email/Text Messaging Services

- ✓ Appointment reminders/confirmations
- ✓ Virtual care appointment info/links
- ✓ MyHealth (patient portal) invites
- ✓ Client follow-up surveys

Optional Email/Text Messaging

- ✓ Sending educational/resources related to your care/services
- ✓ Communicating between you/staff about your care and services
- ✓ Responding to general inquiries/requests from you
- ✓ Sharing general information about Island Health and its services

Urgent Circumstance Email/Text Messaging

- ✓ Other urgent circumstances where contact using email/text messaging may be necessary

When you register for care or services at ISLH, our staff will collect and confirm your personal contact information is accurate and up to date including your mobile phone number and email address. This personal contact information will be entered into our information systems and will be used for Automated Email/Text Messaging Services as noted above. Personal contact information is collected under the authority of section 26(c) of British Columbia's *Freedom of Information and Protection of Privacy Act* (FIPPA).

Optional Email/Text Message Communications with Staff/Care Providers

ISLH offers email/texting mechanisms to communicate directly with Clients in certain programs/service areas; however, it is not a standard offering across all services. ISLH reserves the right to change how, when and through which programs/areas it offers these services.

Protection of Personal Information

When we use Automated Email/Text Messaging Services to interact with you, those systems are reviewed to ensure [a] that your information is secured within them and [b] when messages are sent to you, they contain the lowest sensitivity information possible to achieve the intended purpose of the communication.

If you choose to interact with ISLH staff and programs by email or text message (optional Email/Text Messaging), there are practical limitations to the extent to which we can protect your information once it is sent by ISLH outside of its network or systems. For example, we cannot control:

- ✗ The security of your personal phone, tablet, computer or other devices.
- ✗ The security of your personal software, subscriptions, email or text messaging services.
- ✗ The potential for your information to be intercepted and used by third parties for unauthorized reasons.
- ✗ The potential for your information to be stored/used outside of Canada by unknown third parties that have different privacy laws and requirements than those in Canada.

If you have any questions related to this notice you may wish to discuss them directly with your ISLH care provider you plan to email/text with or contact the Privacy team at Privacy@islandhealth.ca or call us at 1.877.748.2290