

# #eHealth

## 8 Are you emailing, texting, or videoconferencing in your practice? things providers should know when using eCommunications



Always protect patients' personal health information (PHI).



Verify PHI protection requirements in your jurisdiction (i.e. encryption).



Ensure virtual care is permitted and you are aware of billing limitations in your jurisdiction.



Have a discussion regarding consent and document it. Patients should be well informed of their options. CMPA's Consent to use eCommunications form could serve as a useful basis for discussion and record of the consent.



Determine if the tool you are considering using is appropriate for the clinical encounter, e.g. videoconferencing, email, etc.



Obtain the information you need for your assessment and document the encounter in the medical record.



If relying solely on videos and images for the encounter, ensure they are clear and adequate.



Give clear follow-up instructions.

**For more information and advice on health privacy and eHealth matters in your practice, visit [www.cmpa-acpm.ca](http://www.cmpa-acpm.ca).**

