#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.