

Wayne Memorial Hospital takes the privacy and security of our patients' information seriously.

Emailing is an effective and convenient but can be risky.

Review these Guidelines about the risks of electronic communication.

Remember: Electronic communication is not a substitute for personal treatment or other medical care. Wayne Memorial Hospital cannot guarantee that emails will be read and responded to within any specific time.

Call 911 in an emergency or contact your provider in person or by phone for other time-sensitive issues.

When you email us regarding your medical records, you agree that we may continue to communicate with you by email, subject to certain restrictions. You accept the related risks, and you release us from liability related to those communications. We reserve the right to direct you to communicate with us through our secure patient portals or by telephone.

Communicating by email has some risks, which you accept if you email us. For example:

- Emails may not be reliable, secure or private.
- They can be hacked, sent to the wrong person, lost or subject to other sending errors.
- They can be accessed by anyone with access or that gains access to your e-mail account.
- They can be read, forwarded, copied, deleted or changed by anyone who has or gains access to your email
- Emails that are deleted can be found again.
- Emails can spread viruses or other malware.
- E-mail services have a right to save and check e-mail sent through their system.
- You should not receive your health information via email if people who you don't want to view your protected health information have access to your e-mail account.
- Unencrypted messages are not as secure as encrypted messages. If you send us unencrypted emails or ask us to send your health information unencrypted, you understand there are security risks in doing so and you accept those risks.
- We will rely on the email address or phone number that are on file in your medical record.
- We are not responsible for the security and confidentiality of an email once it leaves our control including what you do with it, what happens to the information both in transit and upon arrival, and who else sees the information.

You are responsible for the privacy and security of your communications, email accounts, and devices.

- You should protect your passwords, logins, devices, and accounts.
- Avoid using public computers and public WIFI (like internet cafés or libraries) to communicate private information.
- The ONC and Federal Trade Commission (FTC) have resources that include helpful information about protecting your information.

Wayne Memorial Hospital will never email and ask for your password.

There may be limits on what information we provide to you electronically. For example:

- We may not be able to honor requests to electronically communicate sensitive information, such as sexually transmitted diseases, HIV/AIDS, mental health or substance use.
- Certain files may be too large to pass through our email system.
- When we have a concern over the identity of the person emailing us.

We may place your electronic communications in your medical record.

We may also forward them to other Wayne Memorial Hospital staff and agents as necessary for treatment, payment, or operational purposes.

**You agree to release Wayne Memorial Hospital, our locations, officers, employees, agents, and representatives from all claims, liability, damages, costs, and fees relating to the electronic communication of your information, including unauthorized access or other issues related to choices you have made or direction you have given us.*