

We are now able to offer the use of email and text messaging for:

- Appointment times and reminders (text message)
- Sending you supplementary assessment information for completion
- Client satisfaction surveys
- Giving you educational and health resources
- FIREFLY Newsletters
- Verifying your contact information
- Sending you our policies

Please read to the bottom of this page and the next page to submit your consent.

If you would like to receive our emails, please update your address book to accept emails from @FIREFLYnw.ca and do not forget to check your junk/spam folder.

There are some limits on what and when we can email you, which we will explain here.

- Email communication is not a substitute for meeting with your clinician. Although technology is changing, the best way to share information with your clinician is in person.
- Please tell us which email address you wish us to use. You must keep this up-to-date and tell us of any changes to your email address.
- Email should never be used in an emergency. **If you have a medical emergency, you should call 9-1-1 or go to your nearest hospital emergency room or clinic immediately.**
- Email should never be used for urgent problems (where you need a response from us by a certain time). If you have an urgent issue, you should make an appointment to see your clinician.
- We do not read our email messages 24 hours per day 7 days per week. We cannot guarantee any particular response time for an email or text message. If you require a response to an email message, please call the office.
- Emails should be short. If you have a problem that is complex – please call the office instead.
- Text Messaging is only used for appointment times and reminders. You may cancel your appointment or reschedule your appointment via text.

You should not use email or text messaging to tell us about sensitive health information. Please tell us if there are certain issues or types of information that you do not wish to discuss by email.

There are some privacy risks in communicating by email and text messaging:

- Email and text messaging may not be secure. While we try to protect our emails, we cannot guarantee the security and confidentiality of any email you send to or receive from us. As the message leaves FIREFLY, it is sent across the internet and it could be intercepted and read. The same is true for text messages and the cellular network.

- More than just your clinician may need to read your email or text message. Administrative staff supporting your clinician and people providing coverage for your clinician may also read any email or text message you send.
- Emails and texts may be filed on your health record depending on the content of the message and can become a permanent part of your health record. As part of your record, emails/texts may be shared within our team or third parties, with your consent or if we are permitted or required by law (including with other clinicians).
- Email and text is easy to forge, easy to forward (sometimes accidentally and to many people) and may exist forever.
- We recommend you give us a personal email address or cell number that only you read. We recommend that you use an email address/cell and system that is password protected. If you give us a family email address/cell number or share your email address/cell with anyone else, you should know that other people may also receive or read emails/texts we send to you. If you use a work email address, your employer may have a right to archive and look at emails sent from their systems. We recommend you avoid using a work email address.
- FIREFLY is not responsible for information loss due to technical failures.

FIREFLY may choose not to communicate with you by email or text if you do not follow these guidelines.

Client Agreement and Release	
I have read and fully understand this consent and release form. I understand the risks associated with using email and/or text with FIREFLY and I accept those risks. I understand the limits set out for using email/text and I agree to follow those limits.	
I understand if I no longer wish to communicate with FIREFLY by email or text, I will tell my clinician.	
I agree that FIREFLY and its agents and officers shall not be responsible for any personal injury including death, or privacy breach (outside the control of FIREFLY) or other damages as a result of my choice to communicate with FIREFLY by email/text and I release and hold harmless FIREFLY and its agents and officers from any liability relating to communicating with me by email.	
If I had any questions about this form, I asked those questions and agree that my questions have been answered.	
I understand I have the right to have legal advice about signing this form and what it means to me and have either sought that advice or have chosen not to seek such advice.	
I wish to communicate via email (please provide the email address you wish to communicate with):	
I wish to communicate via text (please provide the cell phone number you wish to communicate with):	
Client Name (and if Substitute Decision Maker – please add your name too) (please print):	Client Date of Birth:
Signature:	Date:

This form can be returned to your clinician at your next appointment.