

COLLEGE OF PODIATRIC SURGEONS OF BRITISH COLUMBIA
STANDARDS AND GUIDELINES

EMAILING PATIENT INFORMATION

PREAMBLE

This document is a standard of the Board of the College of Podiatric Surgeons of British Columbia. It is a highly recommended course of action.

GUIDELINES

Registrants should adhere to the following rules when using email to transmit patient information:

- When patient information is transferred or transmitted electronically, ie by email, appropriate measures must be employed to protect the integrity and confidentiality of the information.
- Registrants must obtain the express, informed consent of the patient or patient's agent or guardian as the case may be, before transmitting patient information through email.
- Confidential and sensitive patient information sent by email should be encrypted or, at a minimum password protected with access provided only to designated individuals. The password or cryptographic key should be sent separately to the intended recipient, preferably by phone or other non-electronic communication.
- Email recipient addresses should be double checked by the transmitter before any patient information is sent out.
- Email should not be employed where direct personal communication is warranted; for example, email should not be used to inform a patient about a diagnosis or discuss sensitive information.
- Registrants should create and utilize clear written policies on the use email for the purpose of communicating patient information within and by their practices, and have measures in place to ensure that all staff are made aware of and adhere to the policies.