

Electronic Communication Consent (Using E-Mail with CBML)

Risks of using email

Transmitting Team Member information by e-mail poses several risks of which the Team Member should be aware. The Team Member should not agree to communicate with CBML via email without understanding and accepting these risks. The risks include, but are not limited to, the following:

- The privacy and security of email communication cannot be guaranteed.
- Employers and online services may have a legal right to inspect and keep emails that pass through their system.
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- Email can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of CBML or the Team Member. Email senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients.
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or in cyberspace.
- Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email can be used as evidence in court.
- Where possible, CBML uses encryption software as a security mechanism for email communications.

Conditions of using email

CBML will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, CBML cannot guarantee the security and confidentiality of email communication. Thus, Team Members must consent to the use of email for Team Member information. Consent to the use of email includes agreement with the following conditions:

- Emails to or from the Team Member concerning diagnosis or treatment may be printed in full and made part of the Team Member's medical record. Because they are part of the medical record, other individuals authorized to access the medical record, such as staff and billing personnel, will have access to those emails.
- CBML may forward emails internally to CBML's staff and to those involved, as necessary, for diagnosis, treatment, reimbursement, healthcare operations, and other handling. CBML will not, however, forward emails to independent third parties without the Team Member's prior written consent, except as authorized or required by law.
- The Team Member is responsible for informing CBML of any types of information the Team Member does not want to be sent by email.
- The Team Member can add to or modify this list at any time by notifying CBML in writing.
- CBML is not responsible for information loss due to technical failures associated with the Team Member's email software or internet service provider

Instructions for communication by email

To communicate by email, the Team Member shall:

- Limit or avoid using an employer's or other third party's computer.
- Inform CBML of any changes in the Team Member's email address.
- Review the email to make sure it is clear and that all relevant information is provided before sending to CBML.
- Withdraw consent only by email or written communication to CBML.

Team Member acknowledgment and agreement

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with the communication of email between CBML and me, and consent to the conditions outlined herein, as well as any other instructions that CBML may impose to communicate with Team Members by email. I acknowledge CBML's right to, upon the provision of written notice, withdraw the option of communicating through email. Any questions I may have had were answered.

Name _____
Signature _____
Date _____
Email _____

When completed please return:

Email: michaels@cbml.ca

FAX: 416-362-2295 / 1-866-629-7894

Post: Canadian Benefits Management Limited. 1 Concorde Gate #301, Toronto, ON M3C 3N6

If you require assistance: Telephone 416-362-2265 or 1-844-636-9622