

Emailing Patient Information Policy

Where possible, Tenambit Medical Centre sends and receives patient clinical information via secure messaging platforms, including Medical Objects and SeNt referrals.

Where documents cannot be sent via Medical Objects or SeNt referrals, the documents may need to be sent via email.

Before emailing any patient clinical or personal information, consent must be granted by the patient or their carer.

For a patient to consent to their information being emailed they must also understand the risks of sending information via emails.

When a TMC Staff member asks for consent to email patient information they must also inform the patient of the following risks:

- Emails may be sent to the wrong person or could be read by an unintended recipient.
- Emails can be forwarded or changed without the knowledge or consent of the original sender.
- The use of unsecured and unencrypted email creates the risk that if the email is intercepted during transmission, it can be easily read.

The patient must also be informed of what documents are being emailed and who they are being emailed to.

The recipient of the email, whether being another health care provider or the patient themselves, must have their email address confirmed before the email is sent.

All emails sent containing the patient's health or personal information must be documented in the patient's file along with the patient's consent.

If a clinical team member is emailing information directly from the clinical software while in consultation with the patient, they must get verbal consent to email and document it in the consultation notes for that visit. The risks of sending documents must be explained to the patient before sending.

If reception is emailing patient documents and the patient is still in the practice, verbal consent must be gained, explanation of emailing risks must be explained, and a record of consent must be documented as a NON-VISIT in the patient's file using the email autofill.

If the patient is not in the surgery to consent for an email to be sent containing their information, the patient must be called to request consent. The patient will need to be informed of what documents are being emailed, who has requested the information (e.g. Specialist, Hospital, Pharmacy etc.) and where it is being emailed to. The risk of sending documents via email must be explained to the patient. Once consent is gained, a record of consent must be documented as a NON-VISIT in the patient's file using the email autofill.

If a patient is requesting their own health information be emailed to themselves (e.g., Referral, pathology results, reports etc.) consent must be given by their GP for the information to be forwarded to the patient. We must also gain consent from the patient to email their documents. The risks of emailing documents must be explained, and the patient's email address must be confirmed before the documents are sent. Consent to email is to be documented in the patient's file as a NON-VISIT using the email autofill.

If a patient does not consent to their information being emailed, it will need to be sent in a different way. E.g., Mail, patient pick up.

