

Risks of email communication

There are inherent risks in using unsecured or unencrypted email communication for health information.

Transmitting health information by unsecured or unencrypted email has a number of risks. These include, but are not limited to, the following:

- Unsecured email can be circulated, forwarded, stored in paper and electronic files
- Email senders can easily misaddress an unsecured email or the unsecured email can be received by unintended recipients
- Backup copies of unsecured email may exist even after the sender or the recipient has deleted his or her copy
- Employers and online services have a right to archive and inspect unsecured email transmitted through their systems
- Unsecured email can be intercepted, altered, forwarded or used without authorisation or detection

Conditions for the use of unsecured or unencrypted email

- Wound Innovations cannot guarantee but will use reasonable means to maintain security and confidentiality of unsecured or unencrypted email information sent and received. However, because of the risks outlined above, Wound Innovations cannot guarantee the security and confidentiality of unsecured or unencrypted email communication, and Wound Innovations will not be liable for the inadvertent disclosure of confidential information sent via unsecured or unencrypted email.
- Patients/referrers must not communicate with Wound Innovations via email for urgent or emergency situations.
- Patients/referrers must not use unsecured or unencrypted email for communication regarding sensitive medical information.
- Wound Innovations will not use email in place of a patient consultation.
- All email communications between the patient or a referrer and Wound Innovations may be recorded on the relevant patient's file.
- Wound Innovations clinical and/or administration staff may receive and read or respond to email messages.
- Wound Innovations will not forward patient-identifiable emails outside of Wound Innovations without the patient's prior written consent, except as authorised by the patient or as required by law. Please refer to Wound Innovations' Privacy Policy.