

## Sending Health Information via Email

Email is one of the most prevalent and convenient forms of communication. GPs and general practices often receive requests from patients, other clinicians and third parties to send health information via email.

As all health information is sensitive by nature, all communication of health information, including via electronic means, must adequately protect our patient's privacy.

### What are the risks of using email to send healthcare information?

All forms of written communication involve an element of risk that information could be read by someone other than the intended recipient. The risks of using unsecured or unencrypted email include:

- emails can easily be sent to the wrong recipient
- email is often accessed on portable devices, such as smart phones, tablets and laptops, which are easily lost or stolen
- emails can be forwarded or changed without the knowledge or consent of the original sender
- email is vulnerable to interception.

To provide consent to receive health information electronically, patients are required to fill out the 'Authority to release medical information via email' form and return to The Privacy Officer or [administration@angastonmedical.com.au](mailto:administration@angastonmedical.com.au).