



## **Limitations of Virtual Care**

The UBC Pharmacists Clinic (the Clinic) is committed to providing our patients with accessible, specialized health consultation services. Using various technologies, we intend to improve your access to care and overall healthcare experience.

While UBC and the Clinic have taken appropriate measures to ensure their safety and reliability, we realize that the technology systems used at the Clinic may not always be completely secure.

Every technology system is associated with some risk. When using these technologies, it is your responsibility to read and fully understand the risks, limitations, and steps you can do to minimize your risk as described below.

### **On-line Appointment-booking Service**

The Clinic's on-line appointment-booking service is powered by Veribook.

The Clinic is committed to improving your access to care while protecting your privacy and personal information. However, all electronic communication systems, including Veribook, have their limitations:

- Using Veribook with an unsecure account (e.g. with a guessable password or shared account) increases the risk of others accessing your personal information.
- Adding personal information to a public profile (e.g., your date of birth) can increase the risk of others being able to guess your password if you use this personal information in your passwords.
- Notification emails sent by Veribook reminding you about your appointment are unsecured emails.
- Unsecure e-mail can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of you, a Clinic team member, or Veribook.
- Even after you or a Clinic team member have deleted copies of unsecure e-mails, back-up copies may exist on a computer system.
- Veribook may have a legal right to inspect and keep your reminder e-mails that pass through their system.
- E-mail communications may be disclosed in accordance with a duty to report or a court order.

### **Appointment by Video Call**

The Clinic's video call appointments are powered by Microsoft Teams.

The Clinic is committed to improving your access to care while protecting your privacy and personal information. However, all electronic communication systems, including Microsoft Teams, have their limitations:



- Using Microsoft Teams with an unsecure account (e.g. with a guessable password or shared account) increases the risk of others accessing your personal information.
- Microsoft Teams is protected with state-of-the-art encryption technology. However, as with any electronic communication system, there is a small risk of third parties managing to access in this system without authority.
- Electronic communications through Microsoft Teams may be disclosed in accordance with a duty to report or a court order.

### **E-mail (unsecure)**

Whenever possible, we encourage patients to share personal information via secure e-mail (see below), fax or mail. If you choose to use regular (unsecure) e-mail to share personal information with us, please know:

- Despite best efforts, it is not possible to guarantee the privacy and security of information transmitted using unsecure e-mail (this includes Gmail, Hotmail, Shaw and Telus accounts).
- If you use email or systems from your employer and online service organizations, these organizations may have a legal right to inspect and keep your electronic communications that pass through their system.
- Using unsecure e-mail can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Unsecure e-mail can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of you or a Clinic team member.
- Even after you or a Clinic team member have deleted copies of unsecure e-mails, back-up copies may exist on a computer system.
- E-mail communications may be disclosed in accordance with a duty to report or a court order.

### **E-mail (secure)**

The Clinic's secure e-mail for allowing patients to share sensitive information is powered by MediNet. The privacy policy for MediNet is here: <https://medinet.ca/privacy-policy/>

Whenever possible, we encourage patients to share personal information via secure means, including our secure e-mail system.



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### **Minimizing your risk**

To help us keep your information private and secure while using Veribook, Microsoft Teams, or e-mail, you can:

- Use a private computer/device (not an employer's computer/device)
- Use secure accounts (use passwords that cannot be guessed and only you know)
- Use a secure internet network (not public Wi-Fi)