

santryGP.ie Clinic- Patient Consent to text & email communication

On our Patient Registration and Medical Summary Form if a registered patient indicates they are happy to receive alerts from the practice by mobile phone and/or email, they are agreeing to the terms & condition as below;

1. A registered patient is consenting to the practice contacting them by text message and/or email for the purpose of receiving appointment reminders and notifications that test results are available.
2. A registered patient is acknowledging that appointment reminders by text and/or email are an additional service, that they may not take place on all occasions and that the responsibility of attending or cancelling appointments still rests with the patient.
A registered patient understands that if they are not able to keep an appointment they must phone the surgery to cancel.
3. Text messages are generated using a secure facility but a registered patient must understand that they are transmitted over a public network onto a personal telephone and as such may not be secure.
4. The surgery does not offer a reply facility to enable patients to respond to text messages directly.
5. A registered patient agrees to advise the practice if their mobile number changes or is no longer in their possession.
6. A registered patient acknowledges that while the surgery will use reasonable means to protect the security and confidentiality of text and/or email information sent and received, text & email are not secure ways of corresponding and a registered patient has been advised not to transfer any sensitive information in this format.
7. A registered patient acknowledges that the risks of text & email communication include, but are not limited to the following:
 - Text & email can be forwarded, printed and stored in numerous paper and electronic forms and be received by many intended and unintended recipients without the sender's knowledge or agreement
 - Text & email may be sent to the wrong address by any sender and receiver
 - Text & email is easier to forge than handwritten or signed papers
 - Copies of Text & email may exist even after the sender or receiver has deleted his or her copy
 - Text & email can be inappropriately accessed or intercepted during transmission without detection or authorisation
 - Text & email service providers have a right to archive and inspect emails through their systems
 - Work Text & email systems are the property of the employer and subject to inspection by them
 - Text & email can spread computer viruses.
8. A registered patient must be aware that they can stop the text message and/or email service at any time by contacting and notifying reception of their change of mind.