

Email Communication FAQs

1. How does Stevenson Memorial Hospital collect my email address?

When you visit the hospital and/or register for an appointment, we will ask for permission to communicate with you by email at Registration. If permission is granted, your email address will be added to your demographic information contained in within your electronic medical record.

2. Can I communicate with Stevenson Memorial Hospital by email?

Yes. When you provide us with your email, we may communicate with you through email for general and administrative health purposes such as links to activate and sign up to our Patient Connect portal or surveys about your experience at the hospital. For more information, please see [our brochure](#).

In addition to the above, your care provider may have also discussed sending more of your health information to you by email, or they may do so in the future. We require your written consent before we send specific health information by email as it is not protected in the same way that phone calls and letter mail is protected. Some examples include:

- Test results, prescriptions or lab test requisitions (which may include your date of birth, OHIP #, address, phone number, diagnosis or result)
- Conversations about your symptoms, care or treatment
- Other services to support your care and treatment

You can change your mind at any time and withdraw your consent to communicate via emails by emailing privacy@smhosp.on.ca

3. Will I receive any marketing or fundraising emails?

No, the email address collected during your visit to hospital will not be used for any marketing or fundraising initiatives.

4. Is email communication optional?

Yes. Email is not required for hospital communication. If you decide that you do not want to communicate in this way, Stevenson Memorial Hospital will continue contacting you by telephone or regular mail. Your care will not be affected. If you wish to provide feedback through an alternative method, you may contact our Patient Experience department to file a confidential compliment, complaint, or suggestion for the hospital:

patientexperience@smhosp.on.ca

5. Can I change my mind about email?

Yes. You can change your mind about email at any time by emailing the Privacy Office: privacy@smhosp.on.ca

6. How does Stevenson Memorial Hospital protect my information?

Your email address is kept secure in our systems. Any information that you send us may be added to your health record if it is important for your care.

7. Can I use emails for an emergency?

No, emails sent to the hospital may not be read right away. Do not email for medical emergencies. If you need immediate help, call your clinic or health care provider, or go to the Emergency department.

IMPORTANT: Stevenson Memorial Hospital will never ask patients or families to send personal identifiers by text message or email (OHIP number, hospital number, or address). If you get a text message or email asking for this information, please do not respond. This may be a harmful message.