



CONSENT FOR EMAIL COMMUNICATIONS WITH TRICORE REFERENCE LABORATORIES ("TriCore") JOB AID

RISKS OF USING EMAIL

TriCore offers its patients the opportunity to send and receive information via email. Transmitting patient information poses several risks of which the patient should be aware. The patient should not agree to communicate with TriCore via email without understanding and accepting these risks. The risks include, but are not limited to, the following:

- The privacy and security of email communication cannot be guaranteed.
- Employers and online services may have a legal right to inspect and keep emails that pass through their system.
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- Emails can introduce viruses into a computer system, and potentially damage or disrupt the computer.
- Email can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of TriCore or the patient. Email senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients.
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or in cyberspace.
- Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Email can be used as evidence in court.
- TriCore uses encryption software as a security mechanism for email communications.
- TriCore is not responsible for information loss due to technical failures associated with the patient's email software or internet service provider.

PATIENT RESPONSIBILITY

- Agrees to and will comply with the use of encryption software.
- Chooses not to use encryption software when communicating with TriCore with the full understanding that this increases the risk of violation of the patient's privacy.
- The patient should not use email for communication regarding sensitive medical information, such as sexually transmitted disease, AIDS/HIV, mental health, developmental disability, or substance abuse. Similarly, TriCore will not discuss such matters over email.
- The patient is responsible for notifying TriCore of the patient's email being compromised.

By providing my email address to TriCore for the purpose of giving information to or receiving information from TriCore, I acknowledge that I have read and fully understand this consent. I understand the risks associated with the communication of email between TriCore and me, and consent to the conditions outlined herein, as well as any other instructions that TriCore may impose as it relates to communication with patients by email. I acknowledge TriCore's right to, upon the provision of written notice, withdraw the option of communicating through email. Any questions I may have had were answered.