

Virtual Health COVID-19 accessible solution toolkit

March 20, 2020

APPENDIX 2

Identity Validation

The purpose of validating a patient's identity is to avoid misdirected emails or text messages, which is the most common cause of privacy breaches when communicating digitally.

ID validation is only required in instances where personal information is being sent digitally and where any doubt exists that the information will be sent to the correct individual.

Options for Validating

Option 1: Provide your contact information to the Client and ask them to send the first message;

Option 2: Send an initial text or email (see below) to confirm you have connected with the right individual; or,

Option 3: Ask the recipient to verify, by text or phone, information that only the intended recipient would know (e.g. month/year of birth, last 4 digits of PHN, reference number, date of last clinic visit, or other previously agreed upon information).

Sample Validation Script

Hello

[Organization or clinic name] has records available for you. Please respond to this message with the last 4 digits of your Personal Health Number (PHN) to confirm that you are the correct individual and that you consent to these records being sent to [insert email address].

Before you respond, it is important that you understand the **potential risks** associated with the use of digital communications by reviewing our (LINK) Notification for the Use of Digital Communications.