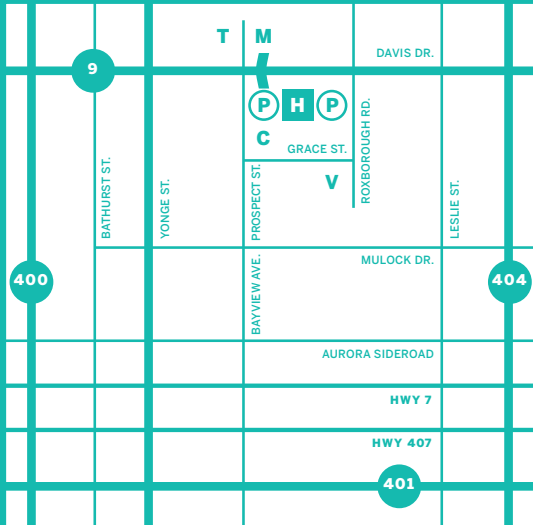


## HOW TO FIND US



- V** Southlake Village,  
640 Grace Street
  - M** Medical Arts Building,  
581 Davis Drive
  - H** Southlake Regional  
Health Centre
  - C** Stronach Regional  
Cancer Centre
  - T** The Tannery Mall  
465 Davis Drive
  - P** Parking
- |** Bridge over Davis Drive – accessible from P3 of the  
Parking Garage and Level 3 of the Medical Arts Building.

**For more information about our privacy practices or to raise a concern, please contact:**

**Southlake Regional Health Centre**  
Privacy Office

Tel: 905-895-4521, ext. 2581 or  
privacy@southlakeregional.org  
596 Davis Drive  
Newmarket, ON L3Y 2P9  
**southlake.ca**



## Connecting with you through email

**HOW AND WHY THE HOSPITAL  
MAY CONTACT YOU THROUGH  
YOUR EMAIL ADDRESS**



Re-order # SL2818\_01, Aug '23, Review Aug '26 © Southlake Regional Health Centre, 2023.



## STAYING CONNECTED

**At Southlake, patients and families are at the heart of everything we do.**

We want to ensure you have an Extraordinary Patient Experience, and staying connected with you is important to us.

When you provide your email address, you are agreeing that the hospital may contact you through email for Patient Connect enrollment, to share Patient Surveys, and for Appointment Reminders.

## PATIENT CONNECT ENROLLMENT

**Patient Connect is an online portal that gives patients and families 24/7 access to their health care information.**

You may receive an email invitation to enroll in this portal. This will allow you to view:

- upcoming appointments
- laboratory and diagnostic results
- health care provider notes
- visit history information
- a summary of medications ordered when you are discharged

We want to ensure you have an Extraordinary Patient Experience, and staying connected with you is important to us. When you provide your email address, you are agreeing that the hospital may contact you for Patient Connect, Patient Surveys, and Appointment Reminders.

## PATIENT EXPERIENCE SURVEYS

After leaving the hospital, you may receive an email survey, asking about your experience with us.

You can complete this survey right from your mobile phone, computer or tablet device! Patient experience surveys help us to capture your feedback in real time, so that we can:

- understand your opinions about our care and services
- recognize what we are doing right
- learn about opportunities for improvement
- take action and make meaningful change

*You can opt out of receiving an experience survey at any time.*

## APPOINTMENT REMINDERS

Some clinics may send appointment confirmations or reminders through email communication. However, others may continue to contact you via phone or text message.

## PRIVACY

We use all reasonable means to protect the security and confidentiality of email information being sent and received over the internet. However, we cannot guarantee the confidentiality of email communication due to inherent risks associated with unencrypted personal email accounts. This includes limiting any personal details or sensitive health information in the email and/or requiring additional security check to access personal health records.

To opt out of email communication, please contact our privacy department at:

Tel: 905-895-4521, ext. 2581 or  
[privacy@southlakeregional.org](mailto:privacy@southlakeregional.org)

