**Email Template: Appointment Reminder**

Template Version: December 03, 2020

**User Instructions:**

Thistemplate is written with generic wording to align with TOH Privacy Policy, which indicates that the body of the email should not contain personal health information (PHI). If PHI must be communicated to patients, as per the policy, it should be communicated over the phone, through MyChart, via a link (Microsoft 365 SharePoint/OneDrive, Methods Centre Electronic Data Capture System, etc.), or in an encrypted/password protected document attached to the email.

As the body of the email should not contain PHI, TOH Privacy Office does not expect the email itself to be encrypted; however, any attachments containing PHI must be encrypted/password protected, and the password must be relayed to the participant over the phone.

For patient recipients, use of a “Private” or “Confidential” flag is mandatory to alert the recipients that the email contains sensitive information. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appointment Reminder Email**

**Subject Line:** Private/Confidential: Appointment Reminder*\*or other neutral, non-incentivizing subject line. Do not include disease, recipient name or initials.*

Hi,   
  
This is a reminder of your upcoming research study visit scheduled on **[date and time]**.

For this appointment, please remember to bring [list whatever items are required i.e. OHIP card, study product bottles, diaries, etc.].  
  
Should you have any issues that you wish to discuss in advance of this appointment, please call **[phone number]**.

Please do not respond to this email with any personally identifying information or health information related to this research appointment.

Thank you,

**[Researcher’s name]**

**[Researcher’ institution]**

**[Researcher’s email address]**

**[Researcher’s telephone number]**