**Email Template: Survey/Questionnaire Reminder**

Template Version: December 03, 2020

**User Instructions:**  
  
For use only when the patient participant has already consented to email communication with research staff (evidenced in EPIC or study file) **OR** with physician/resident/student/general public participants.

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.

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**Survey/Questionnaire Reminder Email**

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

Hi,   
  
You are receiving this email because you are participating in a research study.  
  
\* *If applicable:* This is a reminder to complete a study survey/questionnaire at the following link: **[insert link]**

\* *If applicable:* This is a reminder to complete the study survey/questionnaire you received via mail. To return the completed survey/questionnaire use the pre-paid and addressed envelope that was enclosed.

\* *If applicable:* This is a reminder to complete the study survey/questionnaire you received via MyChart. After completing the survey/questionnaire please return it **[via email to the research team at (email address) *or* by clicking on this link and following the prompts: (insert link)].**

\* *If applicable:* This is a reminder to complete the attached study survey/questionnaire. The attachment is password protected. The password has been, or will be, provided to you over the phone. After completing the survey/questionnaire, please return it **[via email to the research team at (email address) *or* by clicking on this link and following the prompts: (insert link)].**

Should you have any questions, or if do not wish to receive these reminders, please contactthe Research Coordinator at **[phone number]** or at **[email address].**  
  
Please do not respond to this email with any personally identifying information or health information.

Thank you,

**[Researcher’s name]**

**[Researcher’ institution]**

**[Researcher’s email address]**

**[Researcher’s telephone number]**