
Contact

For more information, please visit our website at <https://www.oakvalleyhealth.ca/>.

Privacy

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

To opt out of email communication, please contact our privacy department at privacyoffice@oakvalleyhealth.ca.



This initiative reflects our commitment within the SHINE partnership to enhance communication and engagement with our patients while respecting their preferences for electronic communication.



Connecting with you through email



How and why the hospital may contact you through your email address



Staying connected

At Oak Valley Health, 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, or to remind you about an upcoming appointment.



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.



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



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.

