

# Communicating by email or SMS text

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We can send you information by email or SMS text message.



This leaflet will tell you:

- how we can make sure emails and text messaging are used safely
- about the risks when using email and text.



## What is protected email?

We can send you information using a protected email. This is called **encrypted** email.

This means it can only be read by you.



Please speak to a member of staff if you would like more information.



## What is an unprotected email?

We can send you information that is unprotected.

This is called **unencrypted** email.



We do not recommend this as information cannot always be kept private or safe.



## SMS text messages

Sometimes text messages are not kept private.



## What are the risks of communicating with us by email or SMS text message?

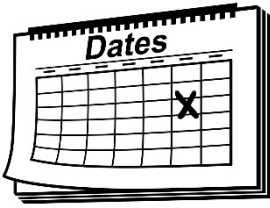
It is easy to send an email to the wrong address.



Emails can be kept in a paper file or on your computer. People might see these.

Unencrypted emails can be looked at by some email providers. For example Gmail, Yahoo and MSN.

Not all emails and text messages are real.



Email providers like Gmail, Yahoo or MSN can keep your email for a long time if it is unencrypted.



Always think about the information you send by email and SMS text message.



**Do you want to get information from us by email or SMS text?**

If you would like us to send information by email or SMS text we will need you, a parent or your carer to let your clinician know.



Please speak to a member of staff if:

- you want to talk about this
- you change your mind
- your email address or phone number change.

# Need help?



**Our Patient Advice and Liaison Service (PALS) can help you.**

You can ask a question or tell them if you are unhappy about something.

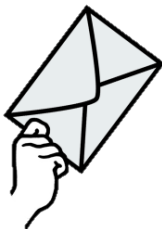


**Phone:** 01227 783145

The team can phone you back.



**Email:** [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)



**Post:**

Patient Advice and Liaison Service (PALS)  
East Kent Hospitals University NHS Foundation  
Trust, First Floor, Trust Offices  
Kent and Canterbury Hospital  
Ethelbert Road  
Canterbury CT1 3NG

easy read



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