



Brockton and Area Family Health Team

CHESLEY • DURHAM • MILD MAY
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BAFHT Virtual Visits Consent

MARCH 2020: Due to the state of emergency in Ontario related to the COVID-19 pandemic, we have introduced virtual visits in order to follow the instructions from our local, provincial and federal public health authorities for social distancing. To provide virtual visits to patients, we may be using technology that we have not used before. We are still working through the details of how the systems work and the kinds of services we can deliver to patients safely.

Just like online shopping or email, Virtual Care has some inherent privacy and security risks that your health information may be intercepted or unintentionally disclosed. We want to make sure you understand this before we proceed.

Description

- We use video and audio technology so we can see and hear each other
- In order to improve privacy and confidentiality, you should also take steps to participate in this virtual care encounter in a private setting and should not use an employer's or someone else's computer/device as they may be able to access your information.
- We recommend you be in a quiet place for your virtual visit so that others cannot overhear the session (unless you want to include others in your visit – please tell us who is with you)
- You will be asked for details of what is happening and your health history – these questions may be very personal and sensitive
- Details of your virtual visit will be recorded in your health record just like in an in-person visit
- We will not make a recording of the virtual visit. We ask that you not record the visit either.
- We may ask to take photographs if necessary to treat you – we will tell you before we take any photograph

Limits

- Virtual visits are not appropriate for emergencies – please call 9-1-1
- We may not be able to have a virtual visit with you if we need to touch you as part of the examination
- Time may be limited based on the availability of our staff during the pandemic
- This service may not be available after the pandemic – we may need to end it at any time



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Privacy

- We have taken appropriate steps to preserve your privacy based on this emergency situation
- However, we cannot provide you with the same guarantee of security and confidentiality as if you were seen in person
- Our staff who are doing the virtual visit may be working from home because of the pandemic – they will also try to find a quiet place away from others in their household

Risks

- **Unregulated virtual care technologies increase the risk that your personal health information may be intercepted or disclosed to third parties. These tools are being used as an extraordinary measure during the COVID-19 pandemic when regulated technology is not readily available** [and/or convenient re. patient lacks the requisite internet bandwidth and/or speed; infrastructure (re. computer, microphone, camera)], **and the necessity to keep people from congregating or attending health facilities where they may be exposed to the COVID-19 virus is thought to outweigh the risk of personal privacy breaches on both a personal and population health basis.**
- It is possible there could be a problem with the technology and your session could be cut short or interrupted
- The quality of the video or audio may not be good enough for a health care provider to assist you virtually or could negatively impact the quality of the care you receive

I consent to booking a virtual visit based on these limits and risks.

Patient Name:

Signature:

Date: