

Script for Obtaining Consent for Virtual Visits

//start of script

Step 1: Confirm Identification of Patient

Hello, may I speak with [patient name]. This is [name] calling from the [name of clinic] at Southlake Regional Health Centre. To protect your privacy, I want to make sure that I am speaking with the right person. Could you please tell me your name, date of birth and OHIP #?

Note: If OHIP number is not readily available, instead ask the patient for name of primary care doctor, or their MRN.

Step 2: Informed Discussion

Southlake is now offering virtual visits where possible to reduce physical contact in order to protect our staff and patients against COVID-19. A virtual visit is one where you and your care provider communicate using technology such as telephone, secure email, or certain applications designed to support virtual care, video visits, and remote monitoring.

Some health concerns can be appropriately responded to through a virtual visit; however, during such visit, I or another care provider may decide that an in-person appointment is required or may direct you to your nearest hospital for urgent care.

Although some communication applications are trusted and secure, virtual visit technologies are not free of risk due to the nature of privacy and cybersecurity. Southlake will take all reasonable measures to protect your privacy, but cannot guarantee the security and confidentiality of virtual communications. [*If patient has questions about risks, please refer to end of document*].

We want to ensure that virtual visits are made in a privacy protective setting, where no one but those providing care to you are present. Can you confirm if there anyone else you will be having in the same room during the virtual visit, and that you consent to that individual's attendance?

Do you have any questions?

Please note that you may revoke consent to virtual visits at any time by contacting a member of your care team or contacting the Southlake Privacy Office at 905-895-4521 ext. 2395.

Step 3: Obtain Consent

By accepting a virtual visit, you agree to let Southlake collect, use, or disclose your personal health information through video or audio communications (while following applicable privacy laws) in order to provide you with care. Do you consent to proceeding with a virtual visit, including telephone, email, and/or video application?

If you have chosen secure messaging or a video visit, please provide your email address so that we may send you a link for the virtual visit.

[If the patient does not consent to a virtual visit, offer to reschedule an in-person appointment or to delay their next appointment.]

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Step 4: Document Consent

Consent to a virtual visit must be documented in the patient chart. If the patient refuses a virtual appointment, document the refusal and, as appropriate, that an in-person appointment was offered. For many, documentation should be made in Meditech. You are not required to obtain consent at each virtual visit. Informed consent may extend to all future virtual visits unless consent is revoked.

Terms of Use for use of Microsoft Teams

These Terms of Use should be sent upon receipt of email address together with any necessary information on who to contact to cancel a meeting, change an email address and how to download the Microsoft Teams App for the virtual visit.

At Southlake, privacy is one of our top priorities, so we want to assure you that virtual visits are made in a privacy protective setting. To enhance security and confidentiality, we recommend that you use a personal device for your visit and not a cell phone/computer/laptop owned by an employer or third party. A private connection at home or somewhere you trust should be used rather than, for instance, a coffee shop or public Wi-Fi connection.

Microsoft Teams is a secure and privacy protective tool but, because of the nature of cybersecurity including use of email, it is not entirely without risk. Please review the following measures to protect privacy and support a positive virtual visit.

As the patient, I understand and agree that:

- Email will be used only for the purpose of sending you a link to participate in a virtual visit;
- Information about my health will be collected and used during a virtual visit to provide care and may be disclosed as necessary to provide continuity of care e.g. to my primary care physician;
- I will not have anyone present at the visit whom I do not wish to have present;
- In accordance with Southlake privacy policies, no audio or video recording of the visit will be made by me or by Southlake, unless discussed otherwise;
- I will contact Southlake and/or my provider by telephone to change or cancel a meeting or if my contact email is changed;

- I may withdraw my consent for to participate in a virtual meeting at any time by contacting a member of my care team or the Southlake Privacy Office at 905-895-4521 ext. 2395
- Southlake may withdraw the virtual care visit opportunity at any time.

Given the foregoing, I understand and agree that by participating in a virtual visit that I am accepting the risks and agreeing to the above noted terms

// end of Terms of Use

Risks associated with virtual care delivery:

1. Use of electronic communications to discuss sensitive information can increase the risk of information being disclosed to third parties.
2. Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
3. Employers and online services may have a legal right to inspect electronic communications that pass through our systems (such as email and Teams).
4. Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, or security settings.
5. Electronic communications can be forwarded, intercepted, circulated, stored or even changed without the knowledge of permission of Southlake or the patient.
6. Communications can be unintentionally misdirected, resulting in increased risk of being received by unintended and unknown recipients.