



APPENDIX A

Virtual Care eVisit Client Consent Form

In light of the COVID-19 crisis, all non-essential in-person clinical care has been temporarily suspended at the Compass Community Health and its satellite locations. In order to continue supporting you with your health and wellness goals, staff at the Health Centre are providing support and care using video conferencing over the internet.

Videoconferencing is an online communication tool that allows face-to-face video along with voice and text-based chat discussion. This will ensure that we can keep you and our staff safe while we self-isolate and maintain social distancing, but still provide you with care and support to manage your health conditions.

Compass staff will arrange for your online appointment and they will require your email address or phone number. Our online sessions will be conducted using Ontario Telemedicine Network “OTN” or ZOOM. These are two online platforms (programs) that meet Canada’s privacy laws. Your health care provider will email you an OTN or ZOOM invitation link sometime before your appointment time.

Confidentiality and code of conduct during video or teleconferencing should be treated like an on-site appointment: no outside distractions, turn off cell phones, close other programs on your computer, “arrive” on time and be respectful of all persons participating in the session. It is important to ensure that only you and your health care provider are present for the videoconference unless having other individuals present was discussed and consented to by both of you prior to starting the session.

Technical problems could occur. If the call is disrupted, the Compass CH staff will connect back within ten minutes. If reconnection cannot occur, the session will be rescheduled.

Compass CH will take all measures necessary to ensure there are no privacy breaches, however, any internet based communication is not 100% guaranteed to be secure/confidential. If a breach should occur the Health Centre will follow all procedures outlined in the Personal Health Information Act of 2004 including informing you as soon as possible that a breach has occurred.

We would encourage you to read the more extensive list of risks and benefits outlined in our long form consent document which was emailed to you and can also be found on the Compass CH website. We need your informed consent to provide care using video conferencing. If you are comfortable to provide this consent, please respond verbally or in writing to the statement below. If you still have concerns or questions, I am happy to address them or bring them to the appropriate people for answers.

I _____ consent to online client care (virtual care) services at Compass Community Health verbally, and I acknowledge that Compass Community Health is not liable for any internet breach of confidentiality, internet disruption, or unforeseen breach of confidentiality when providing my care online.

Client’s Signature _____

Verbally Consent Provided YES/NO

Consent is an ongoing process which means that if you change your mind after giving verbal consent or signing this consent form, you have the right to revoke (take back) your consent to participate in further videoconferencing.