

## Virtual Clinical Visit Consent – Patient Information

Before you are scheduled for a virtual visit, here are a few things to know.

### Description

- We use video and audio technology so we can see and hear each other
- 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
- A virtual visit may not be an option for you if the assessment requires a physical 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

### 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

- 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