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CONSENT FOR VIRTUAL CARE

REFERENCE ONLY

The McMaster Family Health Team is offering virtual care visits to ensure continued care for patients that is safe and effective. This means that we will be using video and audio technologies for some patient visits rather than asking all patients to come into the office. These technologies help make discussions with your care provider as easy as possible when you are not able to have a face-to-face appointment.

Some health concerns can be addressed with virtual care alone, but in some cases your doctor may ask you to come into the office, visit a hospital or other health care facility if necessary.

We do our best to ensure that any information you give to us during a virtual care visit is private and secure, however, there is a security risk that your health information may be intercepted or disclosed to third parties when using video or audio communications tools. This method of communication is not secure in the same way as a private appointment in an exam room.

To help us keep your information safe and secure, you can:

- Use a private computer/device (i.e., not an employer's or third party's computer/device) and a secure internet connection. For example, using a personal computer or tablet is more secure than at a library, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.

If you are concerned about using video or audio technologies for virtual care, you can ask our office to arrange for you to visit a healthcare provider where you can be seen in person. However, please note that visiting a healthcare provider in person comes with a higher risk of coming into contact with COVID-19 and the possibility of spreading the virus.