

## OTN eVisit Consent Information (Individual) v1.0

There are potential benefits and risks of video-conferencing (e.g. limits to patient confidentiality) that differ from in-person sessions.

The West Niagara Mental Health Staff Member (including physicians/doctors) will use reasonable means to protect the security and confidentiality of information sent and received using the video conferencing services OTN evisit.

Because of the risks outlined below, the Staff Member (including physicians/doctors) cannot guarantee the absolute security and confidentiality of electronic communication.

### We agree that:

West Niagara Mental Health will use the Ontario Telemedicine Network (OTN) Secure Personal Video Conferencing. This is an Ontario Government product designed to meet strict security and privacy requirements for video conferencing with patients.

1. Confidentiality still applies for telemedicine services, and nobody will record the session without the permission from the others person(s).
2. Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties - including people in your home listening to your session.
3. Electronic communications maybe disclosed in accordance with a 'duty to report' or a court order
4. Some form of electronic communication is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations. Where appropriate, you may be directed to attend a different service.
5. You are responsible for following up on the Staff Members' electronic communication and for scheduling appointments when needed.
6. Meetings that occur over personal video conferencing will be noted in your medical record. Other individuals authorized to access the medical record, such as staff may have access to such communications.
7. The Staff Member will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
8. The Staff Member and you both agree to discuss problems that result from using video conferencing and problem-solve any concerns together. Video conferencing may be ended depending on the problems using the service.
9. The Staff Member is not responsible for information loss due to technical failures.

## You agree to:

1. Have a current crisis safety plan that includes at least one emergency contact.
2. Use a computer with a webcam or smartphone during the session.
3. Use your own computer or cell phone on Wifi whenever possible. Using an employers' computer may increase the risk of your information being observed. It is best to use a private Wifi network as opposed to a public Wifi network. Although OTN evisit uses bank level security, a private network is safest.
4. Use a Wifi network. OTN eVisit over cell data uses a great deal of data which could cause overages in your data plan.
5. Have a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
6. Be on time. If you need to cancel or change your tele-appointment, notify the Staff Member in advance by phone.
7. Provide a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
8. As your treatment provider, it may determine that due to certain circumstances, video conferencing is no longer appropriate.
9. Inform Staff Members of any changes in your email address and phone number.