

## **Telephone Visit Consent**

COVID-19 is placing stress on Canada's public health system. Our clinic is offering virtual care to make sure that we can continue to care for our patients safely and effectively. This means that we will be using electronic communications for some patient visits rather than asking all patients to come into our office. Some health concerns can be addressed with a telephone visit alone, but in some cases your doctor may ask you to visit a hospital or other health-care facility, if necessary, for a physical examination.

We do our best to make sure that any information you give to us during telephone visits is private and secure, but no electronic communications tools (such as audio, video, email, text) are ever completely secure. To help us keep your information safe and secure, you can:

- Understand that electronic communications (such as audio, video, email, text) you receive are not secure in the same way as a private appointment in an exam room.
- Use a private telephone (i.e., not an employer's or third party's telephone) in a private space in your home.

You should also understand that a telephone visit is not a substitute for in-person communication or clinical examinations, where appropriate, or for going to an Emergency Department when needed (including for any urgent care that may be required).

If you are concerned about using a telephone for your visit, you can ask our office to attempt to arrange a potential alternative. However, please note that visiting a health care provider in person comes with a higher risk of coming into contact with COVID-19 and the possibility of spreading the virus.

By providing your information, you agree to let us collect, use, or disclose your personal health information through video, audio, email, or text communications (while following applicable privacy laws) to provide you with care.