



Consent to use Electronic Communications to provide Tele-Optometry Services

I acknowledge that in consenting to having the Optometrist communicate with and/or provide services with a phone call and/or email and/or videocall, that

I am aware of the following:

1. Tele-Optometry Use and Limitations

Tele-Optometry refers to the use of video or audio technology communications by an Optometrist (Service Provider) to provide optometry services in real time. Tele-Optometry may not be appropriate for every patient. Before proceeding with Tele-Optometry services, your Optometrist has considered your health care status and specific optometric needs, as well as the potential risks and benefits to determine if Tele-Optometry is appropriate for you in the circumstances. The Optometrist has sole discretion to determine whether to proceed with Tele-Optometry services.

In providing Tele-Optometry services, the Service Provider will be relying on the accuracy and completeness of personal health information you provide. The Service Provider is not responsible to determine the accuracy of any information you provide when receiving Tele-Optometry Services.

Currently, Tele-Optometry services are not insured services under the Ontario Health Insurance Plan (OHIP) and you will be responsible for charged fees. The Service Provider will advise you of the fees and you will be charged prior to the commencement of the Tele-Optometry service.

In consenting to receive Tele-Optometry services you must not make any audio or video recordings of the Tele-Optometry service without the consent of the Service Provider.

2. Risks of using electronic communication:

While the Service Provider will use reasonable means to protect the security and confidentiality of information sent and received using electronic communications, because of the risks outlined below, the Service Provider cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.

- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications are subject to disruptions beyond the control of the Service Provider that may prevent the Service Provider from being able to provide services
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the Service Provider or the patient.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.
- Videoconferencing using no cost, publicly available services may be more open to interception than other forms of videoconferencing
- There may be limitations in the services that can be provided through electronic communications, dependent on the means of electronic communications being utilized
- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

3. Conditions of Using Electronic Communications

- While the Service Provider will endeavour to review electronic communications in a timely manner, the Service Provider cannot provide a timeline as to when communications will be reviewed and responded to. Electronic communications will not and should be used for medical emergencies or other time-sensitive matters.
- Electronic communication may not be an appropriate substitute for some services that the Service Provider offers.
- Electronic communications may be copied or recorded in full or in part and made part of your clinical chart. Other individuals authorized to access your clinical chart, such as staff and billing personnel, may have access to those communications.
- The Service Provider may forward electronic communications to staff and those involved in the delivery and administration of your care. The Service Provider will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.

Prior to the commencement of the provision of services by the Service Provider through electronic communications, the Service Provider and the patient will establish an emergency protocol to address the following:

o In the event of a technical issue that causes a disruption in the services that are being provided by the Service Provider; the Service Provider will contact you to reconnect.

o In the event of a medical emergency that occurs during the provision of services, please call 911

- The Service Provider is not responsible for information loss due to technical failures associated with your software or internet service provider.
- The Patient will inform the Service Provider of any changes in the patient's email address, mobile phone number, or other account information necessary to communicate electronically.
- The Patient will ensure the Service Provider is aware when they receive an electronic communication from the Service Provider, such as by a reply message or allowing "read receipts" to be sent.
- The Patient will take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords.
- If the Patient no longer consents to the use of electronic communications by the Service Provider, then the Patient will provide notice of the withdrawal of consent by email or other written communication.

Acknowledgement and Agreement

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected electronic communications as described above. I understand and accept the risks outlined above to this consent form, associated with the use of the electronic communications with the Service Provider and the Service Provider's staff. I consent to the conditions and will follow the instructions outlined above, as well as any other conditions that the Service Provider may impose regarding electronic communications with patients. I acknowledge and agree to communicate with the Service Provider or the Service Provider's staff using these electronic communications with a full understanding of the risks in doing so.

I confirm that any questions that I had regarding the provision of healthcare services through electronic communications have been answered by the Service Provider.

Service provider information:

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