



# CENTRE *for* PLASTIC SURGERY

## Virtual Consult Consent

I consent to Centre for Plastic Surgery and the healthcare provider assigned to me ("Provider") to provide health care services through the use of live, two-way video (visual) and/or audio (sound) and other computer-based services.

- I understand that the electronic services allow Provider to obtain information about my health status through electronic communications for the purpose of determining a treatment plan for non-emergency conditions.
- I understand that the information provided or exchanged for a video consult may be used for treatment plan development and review and may include any or all of the following electronic communications: patient medical record documentation, live two-way video and audio files and transmission of images and other data.
- I also understand that the electronic systems used will incorporate network and software security protocols to protect the confidentiality of patient information, and will include measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption. However, I understand that all technology has risks, and that these risks include, but may not be limited to, the following: failures of the equipment or transmission may interfere with medical decision-making; security protocols could fail, or either party could fail to identify all participating individuals in remote locations causing a potential breach of privacy of personal medical information; a lack of access to complete medical records may result in misdiagnosis, adverse drug interactions or allergic reactions or other judgment errors; and distortions of sound, color or other transmission distortions could complicate communications, leading to misunderstanding of information. Although precautions are taken to protect the confidentiality of information, I understand that there may be risks to the confidentiality and security of my personal information that cannot be anticipated or wholly protected against at this time.
- I acknowledge that neither Centre for Plastic Surgery nor the Provider(s) have made any representations, warranties, or guarantees as to the results to me, and I have not relied upon any such representations, warranties, or guarantees. I understand that I can get medical care from other sources, including standard face-to-face visits at my doctor's office. I freely consent to the provision of the forthcoming services.

As with any use of technology, there are potential risks associated with the use of the electronic care services. I understand that these risks include, but may not be limited to, the following risks:

- Delays or errors in medical evaluation and treatment could occur due to deficiencies or failures of the equipment
  - Information transmitted may not be sufficient to allow for appropriate medical decision making.
  - Security protocols could fail, or either party could fail to identify all participating individuals in remote locations causing a potential breach of privacy of personal medical information.
  - Although precautions are taken to protect the confidentiality of information new security threats can develop. I understand that there may be other risks to the confidentiality and security of my personal information that neither Centre for Plastic Surgery nor I can anticipate at this time.
  - The Provider can discontinue the video session if it is felt that the connections are not adequate for the situation.
- I understand that the laws that protect privacy and the confidentiality of medical information also apply to virtual consults. Virtual consults follow the Centre for Plastic Surgery Notice of Privacy Practices ("CPS NOPP") in using and disclosing my personal information consistent with applicable law. I acknowledge that the CPS NOPP has been provided to me and that I can ask for a copy of the SH NOPP at any time.
  - I understand that I do not have to use the virtual consult; it is my choice to use electronic services.
  - I understand that virtual consults use basic video (visual) and audio (sound) computer technology to provide care. I agree to hold Centre for Plastic Surgery and their employees, agents and affiliates harmless for information lost due to technical failures.
  - I also understand that the Provider will document the services I receive in my Centre for Plastic Surgery medical record.
  - I understand that no results can be guaranteed or assured.

I have read this document carefully, and understand the risks and benefits of the electronic services, and wish to obtain services through a virtual consult. I hereby consent to the provision of care through a virtual consult.

By replying to this email I hereby state that I have read, understood, and agree to the terms of the document "VIRTUAL CONSULT CONSENT".

Centre for Plastic Surgery complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Centre for Plastic Surgery does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.