

Virtual Care: Zoom for Healthcare

Verbal Consent Guidelines: Client

Health Care Providers should outline and explain the consent guidelines to their clients as a means of verbal consent. Once verbal consent is confirmed, update the client record to reflect the consent from the client to be provided virtual care through the use of Zoom for Healthcare.

Client consent:

The client consents to the use of videoconferencing (Zoom for Healthcare) as a means of electronic virtual care so that they can continue to receive care from their provider. The client understands and agrees to the following:

- My provider may need to use my personal information to facilitate virtual care, including such things as my name, email address, and telephone number.
- Although my provider will ensure safeguards and best practices are put in place to protect the security of my personal health information, I recognize that no electronic system is completely secure.
- I am responsible for ensuring that any devices I use to participate in virtual care are secure, that I have a secure internet connection, and that I am in a private location.
- I will work with my provider to ensure a back-up plan in case of emergency or if virtual care is interrupted.
- I will not record virtual care session.
- If I wish to withdraw my consent, I can do so by communicating this to my provider at any time.