



Informed Consent for Tele-Rehabilitation and E-Consultation Services

Introduction

Tele-rehabilitation and e-consultation involves the use of electronic communications to provide Physiotherapy or Osteopathic consultation. This service is available to residents of Ontario only. This may include answering health questions, performing movements, special tests, exercises and self-treatments. It may also include education on posture, movement, home exercises, activity modification, ergonomics, general health and wellness, and pain management. Providers may take a detailed history, assess posture, movement, body mechanics, and look for areas of swelling, loss of circulation, muscle tone, and asymmetries. Methods of communication may include any of the following:

- Client records/medical images
- Live two-way audio and video
- Output data from medical devices and sound and video files

Electronic systems used will incorporate network and software security protocols to protect the confidentiality of patient identification and imaging data and will include measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption.

Expected Benefits of Tele-Rehabilitation and E-Consultation:

- Improved access to care by enabling a client to remain at a remote site while the provider communicates analysis.
- Obtaining expertise of a distant Physiotherapist/Osteopathic Manual Practitioner.

Possible Risks of Tele-Rehabilitation and E-Consultation:

As with any service, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:

- In rare cases, information transmitted may not be sufficient (e.g. poor resolution of images) to allow for appropriate decision making by the health care practitioner and consultant(s).
- There is some potential for mis-diagnosis due to the challenge of performing a physical examination over videoconferencing. However, with a thorough history and comprehensive movement analysis an impression can be formed to direct treatment. You may be recommended to see a doctor if there are any concerns or red flags. In some cases, it may be helpful to have a family member or individual present to assist with the assessment.
- Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.

Possible Risks of Using Electronic Communication:

The service provider will use reasonable means of ensuring safety and confidentiality of information acquired by means of electronic communications. However, for various reasons, the service provider cannot provide a guarantee of security and confidentiality of electronic communications. Some of these reasons include but are not limited to the following:

- Employers and online services may have a legal right to inspect electronic communications

that pass through their system.

- Electronic communications can introduce malware into a computer system and disrupt the computer system and its security settings.
- Electronic communications can be forwarded, intercepted, stored and changed without the knowledge of the service provider.
- Back-up communications might exist on a computer system once an electronic communication has been deleted.
- Videoconferencing using publicly available services may be open to interception.
- Emails and text messages may accidentally be misdirected and received by unintended recipients.
- Email, text messages and instant messages can be easier to falsify than hard copies and it can be impossible to verify the identity of the sender.
- In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.
- A technical failure may occur resulting in the loss of electronic communications and information. The service provider is not responsible for information loss due to technical failures associated with the software or internet service provider.

Please initial after reading this page: _____

By signing this form, I understand the following:

1. I understand that the laws that protect privacy and the confidentiality of medical information also apply to tele-rehabilitation and e-consulting, and that no information obtained in the use of virtual care services which identifies me will be disclosed to researchers or other entities without my consent.
2. I understand that treatment is available to residents of Ontario only.
3. I understand that I have the right to withhold or withdraw my consent to the use of tele-rehabilitation and e-consulting during my care at any time, without affecting my right to future care or treatment.
4. I understand that I have the right to inspect all information obtained and recorded during a tele-rehabilitation and e-consulting interaction and may receive copies of this information for a reasonable fee.
5. I understand that a variety of alternative methods of care may be available to me, and that I may choose one or more of these at any time. My practitioner has explained the alternatives to my satisfaction.
6. I understand that it is my duty to inform my practitioner of electronic interactions regarding my care that I may have with other healthcare providers.
7. I understand that I may expect the anticipated benefits from the use of tele-rehabilitation and e-consulting in my care, but that no results can be guaranteed or assured.

Client Consent to the Use of Tele-Rehabilitation and e-Consulting

I have read and understand the information provided above regarding tele-rehabilitation and e-consulting, have discussed it with my provider or such assistants as may be designated, and all my questions have been answered to my satisfaction. I hereby give my informed consent for the use of tele-rehabilitation and e-consulting in my care.

I hereby authorize _____ *Life Therapies* to use tele-rehabilitation and e-consulting during my diagnosis and treatment.

Signature of Client (or person authorized to sign for patient): _____ *Date:* _____

If authorized signer, relationship to client: _____

I have been offered a copy of this consent form (patient’s initials) _____