



## Consenting to virtual care and electronic communication

Many programs and services at Unison offer virtual care. This means that we use video and OR audio technologies for some client visits or delivery of programs and services instead of clients visiting in person at our facilities. Coordinating and delivery of virtual care may require the use of telephone calls, text messages, emails and/or technologies provided/endorsed by the Ministry of health or our Electronic Medical Record Provider. Some health concerns can be addressed with virtual care alone, but in other cases, your care provider may ask you to visit in person for a physical assessment or visit another facility such as an Emergency Department.

Like an in-person visit, your healthcare provider may ask a detailed health history including personal and/or sensitive questions. Similarly, information obtained during a virtual visit is recorded in your health record. We will not be recording the video/audio of the visit, and we ask that you do not record the visit either. At times, your care provider may be conducting a virtual visit from their home, and they will ensure a quiet and private space for the visit. You or your care provider may encounter technical problems during a visit, which may impact the quality or cut short/ interrupt your visit. If this happens your appointment will be completed over the phone. We do our best to make sure that any information you give to us during virtual care visits is private and secure, but no video, audio, or other electronic tools are ever completely secure.

For more information, visit

[https://www.cma.ca/sites/default/files/pdf/Virtual-Care-Playbook\\_mar2020\\_E.pdf](https://www.cma.ca/sites/default/files/pdf/Virtual-Care-Playbook_mar2020_E.pdf)  
[https://www.cmpa-acpm.ca/static-assets/pdf/advice-and-publications/risk-management-toolbox/com\\_16\\_consent\\_to\\_use\\_electronic\\_communication\\_form-e.pdf](https://www.cmpa-acpm.ca/static-assets/pdf/advice-and-publications/risk-management-toolbox/com_16_consent_to_use_electronic_communication_form-e.pdf)  
[https://www.doctorsofbc.ca/sites/default/files/dto\\_virtual\\_care\\_quick\\_start\\_guide.pdf](https://www.doctorsofbc.ca/sites/default/files/dto_virtual_care_quick_start_guide.pdf)