



## **Virtual Child and Youth Mental/Addictions Counselling Visit Consent**

I am connecting with you to see if you would like to continue *mental health therapy*.

Due to the COVID-19 pandemic, virtual visits are being conducted. This means that sessions will take place either through secure videoconferencing using a laptop, desktop, or smart device, or through the telephone, for those who do not have videoconferencing capabilities.

The technology that will be utilized for the videoconferencing will be OTN (Ontario Telehealth Network) if you are using a desktop or laptop computer. For Smartphone users, you will receive email instructions that will require you to download 'Pexip Infinity Connect' application from the Play Store (Android) or the App Store (Apple).

### **Before we continue with virtual visits, I need to explain a few things:**

I recommend you be in a quiet place for your visit so that others cannot overhear the session (unless you want to include others in your visit – please tell me who is with you). You will be asked for details of what is happening and your mental health history – these questions may be very personal and sensitive. Details of your virtual visit will be documented in your health record just like in an in-person visit.

I will not make a recording of the virtual visit. We ask that you not record the visit either.

### **There are limitations to the types of issues we can address virtually.**

Virtual visits are not appropriate for emergencies – for urgent issues you will need go to emergency department or call 9-1-1.

I may not be able to address all your needs through a virtual visit; however, we will work together to address what we can during these types of sessions.

It is possible there could be a problem with the technology and your session could be cut short or interrupted. As technological errors (video lag, disconnection) may occur, please ensure that we have current contact information for you, in the event of a disconnection.

If our connection is lost during a session, please call our Centre at 705-264-2200 and our receptionist will assist you with rescheduling your appointment.

At present, we are only offering virtual visits with the *Mental Health Therapist* during this pandemic period.

**I have taken appropriate steps to preserve your privacy.** However, we cannot provide you with the same guarantee of security and confidentiality as if you were seen in person. Also, it should be noted that cellular phones are not as secure as land lines.

**I am working in a quiet private place away from others.**

A copy of this information is available on our website or I could email it to you.

Do you have any questions?

Do you agree to proceed with the virtual visit based on those limits and risks? Your verbal consent will be documented in your chart.