



Vaughan CHC Consent Forms

Email Consent

Emails sent by the Vaughan Community Health Centre (VCHC) to clients will be encrypted and password protected. Under no circumstances should you send any personal health information or urgent health matters by email. VCHC email communication will be one-way, which will not allow you to reply directly. Please update your email contact list to receive emails from Vaughan CHC and check your junk/spam folder periodically.

What happens when you agree with the VCHC email consent:

- You will receive an appointment reminder via OCEAN for upcoming in-person, phone and video appointments.
- Staff will send forms for you to complete prior to your upcoming visits - VCHC will share educational materials, program calendars, newsletters, etc.
- VCHC will share the client satisfaction surveys after each visit.
- VCHC will share with you, routine test results, requisitions such as; blood work, x-ray, ultrasound etc.
- VCHC staff will respond to non-urgent queries or questions
- VCHC will share links to join virtual webinar or group program

By selecting the **YES** box below, you agree to the terms above. This represents your electronic signature.

Virtual Consent

The Vaughan Community Health Centre (VCHC) provides client care without coming onsite via telephone and video platform for one-on-one, group appointments and programs, for non-urgent issues only. However, there are risks and limitations associated with virtual care.

What happens when you agree with the virtual care consent:

- Your healthcare provider will assess and may ask you to book an in-person appointment for further assessment to treat your condition.
- You should not use virtual care for urgent health issues, for emergencies call 911 or go to your nearest hospital emergency room.
- Do not share any personal health information with others attending group appointments. We cannot guarantee that the network is secure. There is a risk



that your health information may be intercepted, accessed, or disclosed to third parties - Several VCHC staff may need to read your email / secure message, and it may become part of your clinical record - Do not share the virtual link or meeting ID with others.

- When entering the group appointment or program use the name you used to register for the program, test the virtual platform ahead of the time and login ten minutes prior to the scheduled time.
- Be respectful of others by listening and allowing individuals to speak without interrupting.

TERMS OF USE I have read, and I acknowledge this consent and release form. I understand the risks and limitations associated with receiving virtual care from VCHC, and I can stop or refuse virtual care and request in-person care instead, when available.

By selecting the **YES** box ☐ you agree with the terms above.