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TELEMEDICINE CONSULT SERVICE AGREEMENT (STEP 1)

Telemedicine provides potentially valuable opportunities to expedite patient care and provide a convenient service. It comes with some risks that should be acknowledged:

- this service is only available to my registered family practice or Integrative Medicine consult patients who have been previously assessed in office.
- The telemedicine visit will be documented into your secure electronic medical record during the discussion
- patients and the physician will be situated somewhere within Ontario during the consultation
- the patient will always have the option of pursuing in person care during my office hours, telemedicine is considered a convenience and is not required to be the primary method by which the doctor and patient will communicate
- images and or video communication quality should be clear so the physician may acquire the appropriate background and cues to make a diagnosis
- any online service carries a risk for interception /third party eavesdropping, this can be limited by situating yourself in a confidential quiet area in your home, the physician will do the same and implement a headset to ensure patient conversations are confidential
- the physician will utilize "gotomeeting" software which is encrypted end-to-end, their security standards meet and exceed those required by the medical profession

Appropriate and inappropriate consult topics:

- Symptoms appearing within the last 1 week are generally best dealt with in person, some exceptions may be given for minor conditions such as urinary tract infections, sinus infections, skin lesions etc. especially in cases where the illness is similar to a prior episode
- Any condition involving blood/bleeding should be assessed in person
- Complaints involving the internal organs (chest, abdomen, pelvic and sequelae such as unstable vitals signs, blood pressure, dizziness, vomiting, bowel changes, fever) are better assessed in person
- Complaints requiring exceptionally high levels of privacy (marital conflict, mental health, substance abuse etc.) should be assessed in person
- Examples of generally appropriate video conference topics: lab results review, routine prescription renewals, chronic illness discussions (fatigue, thyroid complaints etc.), lifestyle concerns (sleep, weight, dietary), Integrative Medicine education and discussion, discussions pertaining to forms/insurance
- Prescription requests for pain medication, sedatives, ADD medications, narcotics, federally controlled substances, medical marijuana etc. will be declined and likely referred to an in-person setting or specialist in that area
- Any patient issues or physician findings outside of these conditions will be promptly redirected to an in-person setting or local ER department

Please forward any outstanding questions by email or in person (info@doctorrana.net) before proceeding.

PATIENT ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for electronic communications, it is possible that communications with the Physician or the Physician's staff using the Services may not be encrypted. Despite this, I agree to communicate with the Physician using these Services with a full understanding of the risk. I acknowledge that either I or the Physician may, at any time, withdraw the option of communicating electronically. Any questions I had have been answered.

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Patient signature

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Witness