

ZOOM Consent and Instructions

You can have a Virtual Health appointment with Diabetes Centre Calgary, or Calgary Diabetes in Pregnancy clinic. You can choose Virtual Health or you can have your appointment by phone. We are using Zoom as the AHS approved Virtual Health service.

To help you decide, here is some information about Virtual Health:

- We are using Virtual Health right now because of COVID-19 and the need to limit in person appointments.
- Your clinic will let you know the services that will be provided to you during your Virtual Health appointment and/or any services that they cannot provide during that time.
- During your Virtual Health appointment, you and your clinician may talk about how you are feeling, review your treatment plan and care options, and your clinician may give you health information and education.
- The Virtual Health service is free for you. You will need access to internet (Wi-Fi) or a phone data plan.
- Alberta Health Services Virtual Health technology connections are secure. Any personal or health information you share with your healthcare provider during the appointment is used only for your care and treatment and other purposes allowed by law. Your healthcare provider keeps this information confidential, which is the law under Alberta's Health Information Act.
- For your Virtual Health appointment, you will need to be in a private, quiet and well-lit area so that your health information and privacy is protected and your health care provider can hear and see you well.
- You and your health care provider will let each other know who you are and the reason for your appointment. You should tell each other if anyone else is in the room or comes in to the room during your appointment, and name who they are, even if they can't be seen on the screen.
- There may be some limitations associated with virtual care appointments. For example, the healthcare provider's assessment may be limited to what they can see on screen and they may want to see you in person for more of an assessment. They may choose to end the videoconference and schedule an appointment to see you in person at another time.
- If the Virtual Health technology doesn't work on the day of your appointment, your healthcare provider may need to contact you to book a new appointment with you for a different day and time. If the technology is not working, you can call the clinic where your healthcare provider is located, to let them know.
- You may have a family member or someone else you trust with you during your appointment.
- If at any time you feel that a Virtual Health appointment is not right for you, tell your healthcare provider and they will cancel or stop the appointment. Then they will make other plans with you so you'll keep getting the healthcare you need.

If you have read the above information and agree to a Virtual Health appointment, please click on the Zoom link provided to you by the health clinician at the time of the appointment. By joining the Zoom appointment, you are giving consent.

If you will be joining the appointment by smart phone or tablet, please load the 'ZOOM Cloud Meetings' app prior to the appointment time. Here is what the app looks like:



If you are joining by a desktop computer/laptop, you will be joined right away by clicking on the link sent to you at the time of the appointment. If your computer does not have a camera or microphone you will not be able to use Zoom. Make sure your speakers are turned on and volume is high.

Thank-you for taking the time to read this information. Please call the clinic that sent you this letter if you have any questions.