

A decorative horizontal border consisting of a series of colorful handprints in various colors (purple, blue, green, yellow, orange, red, pink, light blue, green, yellow, orange, red) arranged in a slightly wavy line across the top of the page.

## We are changing how we do things during the time of the COVID-19 Public Health Emergency

Please be advised that due to current Public Health Emergency and to reduce the chance of viral illness at this time we will only be booking IN PERSON appointments for patients who require urgent Paediatric assessments. And we are asking that only patient and one necessary caregiver attend the clinic visits.

Please do not come to our office without prior notice. If you have paperwork for our office please consider sending it by mail or fax, otherwise please contact the office in advance to schedule a date and time to drop off the paperwork.

All other regular scheduled booking will now be offered a virtual or telephone appointment.

Our clinic is starting to offer virtual care to make sure that we can continue to care for our patients safely and effectively. This means that we will be using video and audio technologies for some patient visits rather than asking all patients to come into our office. Some of these technologies are provided by the province (our paediatricians are using OTN). Others have been provided by vendors such as Google or Apple to help make discussions with your care provider as easy as possible during these difficult times. Some health concerns can be addressed with virtual care alone, but in some cases your doctor may ask you to visit a hospital or other health care facility if necessary, for a physical examination.

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 or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third parties when using video or audio communications tools. To help us keep your information safe and secure, you can:

- Understand that emails, calls, or texts you receive are not secure in the same way as a private appointment in an exam room.
- Use a private computer/device (i.e., not an employer's or third party's computer/device), secure accounts, and a secure internet connection. For example, using a personal and encrypted email account is more secure than an unencrypted email account, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.

You should also understand that electronic communication is not a substitute for in-person communication or clinical examinations, where appropriate, or for going to an emergency department when needed (including for any urgent care).

Please call our office if you are concerned about using video or audio tools for virtual care.



By providing your information, you agree to let us collect, use, or disclose your personal health information through video or audio communications (while following applicable privacy laws) in order to provide you with care. In particular, the following means of electronic communication may be used:

- Videoconferencing via website/portal (we are using OTN, and OTN invite to video conference with patients and caregivers in their home)
- Other forms of Videoconferencing (we are exploring using Skype and Facetime)