

### Consent Form for using Webex for HowRU Patient-Family Communication

By providing verbal or signed consent, I agree to the following conditions under which I will access HowRU Patient-Family Connect that uses the Webex app to communicate with an in-patient:

- HowRU Patient-Family Connect is a service to facilitate communication between a patient and their family<sup>1</sup> when physical visitation is not possible or severely limited. Webex is the app which allows this form of communication.
- HowRU Patient-Family Connect will be offered to the patient's next of kin. The next of kin may nominate additional family members to use the service on their behalf or in addition to themselves.
- The patient's next of kin and any nominated additional family members will be referred to the HowRU Family Website at <http://www.howrupatient.com.au/help>. This website has all the information needed for the family members to set themselves up to connect from their personal devices.
- For the purposes of using HowRU Patient-Family Connect:
  - An iPad on an adjustable stand, connected to the internet with the Webex app installed for the patient will be provided
  - A de-identified, private and secure account for the patient in Webex will be set up
  - A private and secure communication space for the patient's family will be set up
- The next of kin, or the patient themselves, may choose to add family to the Family space on Webex at any time. It is the responsibility of the next of kin to ensure that any added family are familiar with this document. HowRU Patient-Family Connect does not take any responsibility for issues that arise when people added to the space have not read this consent form. Any added people to the space will be able to view all previous communication that has occurred in the space prior to them being added.
- HowRU Patient-Family Connect is not responsible for any privacy issues that the patient, next of kin or any other added members to the space, bring about themselves while using Webex.
- Communication through Webex is encrypted.
- Webex will primarily be used for communication between the patient and their next of kin/family. There may be times when Webex can be used for medical, nursing or allied health updates, however this is only at the discretion of the staff at the ward where your loved one is being cared for.
- Any staff caring for the patient can help facilitate communication using Webex, but they will have no obligation or responsibility to provide any direct communication with the next of kin/family using the app.

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<sup>1</sup> For the purpose of this document, family refers to both family and friends who have a close relationship with the patient and with whom the patient would wish to be in contact with during the hospital stay.

- The patient, next of kin or anyone using Webex **cannot** take any photos of staff without the staff providing explicit consent.
- HowRU Patient-Family Connect has no control over the content posted by the patient, next of kin, or any additional family in the space. Staff members at the ward where your loved one is being cared for will not be reading or reviewing content posted in the space, nor will they be policing any content. However, if any behaviour considered unacceptable is noted by a staff member, the ward where your loved one is being cared for has the right to terminate the use of Webex at any time.
- If the patient does not look after the iPad provided, the ward where your loved one is being cared for has the right to remove the iPad and terminate use at any time.
- The ward where your loved one is being cared for will provide a high speed, reliable internet connection for the patient's iPad, but are not responsible for the quality of experience that the next of kin or additional family/friends have due to their own internet connection or device.
- At the end of the patient's stay, the ward where your loved one is being cared for will delete the patient account from the iPad. The space will still be accessible for the next of kin/family in the space, and they will be able to continue to view the communication had through the app on their personal devices for 6 months. Once deleted from the iPad in the hospital, the hospital will no longer have access to the account.
- Staff at the ward where your loved one is being cared for may contact users of Patient-Family Connect to enquire about their experience using this service with the aim of improving the virtual visiting system.

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Signature of next of kin or patient

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Name of next of kin or patient

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Date

Email address/s of NOK or other family members to be added to the space:

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