

Dear Child/Adolescent and Parent/Guardian/Responsible Adult,

In order to prepare you for your upcoming Virtual Mental Health Care appointment we wanted to share some important information. Similar to any online activity, Virtual Mental Health Care has some possible risks that your health information may be intercepted or unintentionally disclosed. While the Virtual Mental Health session will take place over a secure encrypted network, there are still potential risks (as with many other types of technology) including interruptions, unauthorized access, and technical difficulties.

There are also additional responsibilities that parents/guardians/responsible adults assume when accepting a Virtual Mental Health Care appointment. We want to make sure you understand this before we proceed with your appointment.

Please review **together** with your child/adolescent the following information and complete the recommendations described below. By accepting a virtual care appointment, you are agreeing to follow the recommendations and information. You will be asked prior to the start of your virtual appointment if you accept and agree with the recommendations below:

1. Please be aware that **virtual care is not a substitute for in person care for acute mental health concerns**. If urgent care is needed, then you may have to go to your nearest Emergency Department.
2. To prepare for the appointment, please do the following:
 - a. Make sure you are in a private place where you can speak comfortably.
 - b. Plan to be in one location (e.g., not a moving vehicle) throughout the appointment.
 - c. Try to use your own device or that of a trusted adult so that others can't access or interrupt your appointment. Please do not use an employer's device as they may be able to access your information.
 - d. Be ready to provide the following information at each session:
 - i. Your health card
 - ii. Address of where you are during the appointment
 - iii. Phone number to call you (in case there are technical issues)
 - iv. Emergency contact (name and phone number) of a Parent/Guardian/Responsible Adult
3. The session **will not be recorded** by you or your SickKids clinician and the session will be ended if this were to occur.
4. SickKids is a teaching and research hospital. Residents, medical students, or other learners may be present in the Virtual Mental Health sessions. All SickKids clinicians, including students, will introduce themselves and identify their role in your care at the beginning of the session.

5. For Parent/Guardian/Responsible Adult:

- a. You will need to be on site in the same location as the child/adolescent, and available virtually and by phone for the duration of the appointment. In some cases, the session will be completed in part with the child/adolescent and parent/guardian/responsible adult together. In certain circumstances we recognize that an adult may not be present for the duration of the appointment; this should be discussed with your SickKids clinician when booking the appointment and an alternative plan can be determine at the clinician's discretion.
- b. Please provide the SickKids clinician with alternate emergency contact information in case safety concerns for the child/adolescent arise that need immediate attention.
- c. You may be required to bring the child/adolescent to the nearest emergency department for assessment. Alternately, you may need to call emergency services to bring them to the nearest hospital for further assessment.
- d. Your SickKids clinician may feel that the child/adolescent requires a physical exam or in-person assessment. They will provide you with instructions if this is the case.