

CONSENT ... It's all in the ask!



Cornwall Community Hospital
Hôpital communautaire de Cornwall

WHEN ASKING PATIENTS FOR CONSENT

to share personal health information with family caregivers, avoid inviting an automatic "no" response with hard questions like, "Can I share your personal information with your family?" Take a softer, more direct approach.

To better help you, I and the people who work with me, sometimes need to talk with people who care about you—like your mom or your brother. This doesn't include information about your personal life. Only things to help you get better. I assume that's OK. Right?

Who can we call to let them know you are here and that you're safe?

IF THE PATIENT SAYS "NO" THE FIRST TIME ...

repeat your request when you see an improvement in the patient's clinical status.

If clinically appropriate, explore why they don't want you to share information.

Family support can have a very positive effect on your recovery. You deserve to have this support. Have you thought of someone you'd like us to call?

I know you didn't want us to call anyone when you first came here, and I respect that. But, I wonder if you've thought of someone you'd like us to call now?

If you want, you can even give us a list of what you don't want us to discuss with your family.



IF THE ANSWER IS STILL "NO" **assure the patient ...**

that their medication, treatment plan and progress will not be shared.

CONSENT ... It's all in the ask!



Cornwall Community Hospital
Hôpital communautaire de Cornwall

WHEN YOU DON'T HAVE CONSENT ...
and are speaking with family caregivers,
acknowledge the difficulty this poses.

Be polite, supportive and sensitive to the caregiver's needs. Your patient's illness has also had a major impact on the family. Assure the caregiver that their loved one is OK and getting good medical treatment. Also offer a little hope.

WHEN PERSONAL
HEALTH INFORMATION IS
NECESSARY FOR PROVIDING
HEALTHCARE ...

If it is not reasonably possible to collect personal health information from the patient that is accurate or timely, Section 36(1)(b) of PHIPA does allow health professionals to collect the information in the absence of patient consent.



How are you doing? What are you doing to take care of yourself?

I know it's difficult to hear that [patient's name] hasn't given us permission to collect information from the family or share information about their care with you. But, we can ask again when the patient is feeling better.

Did you know that we have a Family Peer Support person that you can talk with? She has information on support groups and programs that might help.