



NVS + NEVS COVID-19 Contactless Consent Form Policy

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OVERVIEW

Due to the highly contagious nature of the SARS-CoV-2 coronavirus, NVS and NEVS have moved to a contactless consultation and admission system. The aim of this is to reduce unnecessary exposure and adhere to social distancing guidelines as advised by health authorities.

To ensure we receive timely legally-upstanding consent for treatment, forms will be sent to clients via SMS, and returned with a digital signature (esignature).

SENDING A DIGITAL CONSENT FORM

Accessing the Esignature Platform

A shortcut to the esignatures dashboard has been placed on the desktop of all computers linked to the NVS and NEVS server. Alternatively, the dashboard can be accessed by the following link:

<https://esignatures.io/dashboard>

- Username:
- Password:

From the dashboard you can see at a glance the status of any previously sent contract (sent, viewed, signed).

Send a New Consent Form

- From the dropdown box select “NVS & NEVS Treatment Consent Form” (this should be the default, but check to be sure). Click on “New Contract”
- Step 1. Add Signers
 - Insert the clients name and phone number here. DO NOT ADD AN EMAIL ADDRESS as this will override the SMS function and will only send an email. This will slow down the process of receiving a signed consent form.

- Step 2. Customise the Contract
 - This is a simplified version of the SmartFlow consent form used prior to COVID-19)
 - Consulting vet or nurse to complete all details while the client is on the phone, including:
 - Pet Name
 - Pet Species / Breed
 - Reason for Admission
 - Estimate for the first 1-12 hours, AND
 - Estimate of ongoing costs per 24 hours

(This is very important, even if it is unclear at this stage whether the patient will need to stay for more than 12 hours. This is likely to be the only consent form signed during this visit)
- Step 3. Send Contract
 - Send the contract/consent form to the client via SMS by clicking the “Send Contract” button to the right of the screen.
 - Should the client request an emailed version their email address may be entered in step 1. Ideally this should be avoided
- Step 4. Client Reviews and Signs
 - Within 5 minutes the client will receive an SMS with a link to review and sign their consent form. The client needs to complete their:
 - Full Name
 - Resuscitation Order (Mandatory - set to Yes by default)
 - Declaration to be over 18 and providing consent (Mandatory)
 - Authorisation for photos and social media is selected as default. Let the client know this and advise they need to deselect that box should they NOT wish this.
 - There is a “Treatment Waiver” option at the bottom if they wish to decline specific aspects of the advised treatment.
 - Once complete, the client will click on the “Sign” button at the end of the contract to action.
- Step 5. Receipt of Signed Consent Form
 - Once the client has signed the consent form, it will appear on the dashboard list.
 - The signed contract is available as a pdf to download
 - This document must be sighted prior to treatment commencing. Should there be any concerns, the veterinarian in charge of the case must be notified immediately.
 - The client will receive an electronic copy of their signed consent form via SMS.
- Step 6. Sending Reminders
 - The icon on the dashboard will change from blue “sent”, to yellow “viewed”, to green “signed” as the client proceeds through the consent process
 - If for any reason the form is not signed in a timely fashion, a reminder SMS may be sent by clicking on the contract name, and clicking “send reminder”.

IMPORTANT

The PDF version of the signed consent form **MUST** be downloaded and attached to the RxWorks file **PRIOR** to deletion from the dashboard.