

NJHS eConsult Terms and Conditions

NATURE OF THE ONLINE CONSULTATION

The delivery of the NJHS Health Services Online Consultation services for NJHS students will be coursed through a private Google Meet. The NJHS online consultation will be for **non-emergency/ non-urgent** concerns only. Due to the nature of the practice of telemedicine and the practice in school clinics, only mild non-emergency cases will be attended to. Follow-ups needing face-to-face encounters, prescriptions for all medicines and refills of all medications must be made through the student's primary or personal physician. The online consultation will be available every Thursday from 8:00am to 10:00am except holidays. Appointments may be booked online for the student-patient thru NJHS eConsult. Appointments can be accommodated depending on the availability of the patient's preferred time slot. All submitted information will have to be verified, collated, and triaged before a confirmation can be made. The online consultation of the student will only proceed upon agreeing to this form prior to the consultation. As in the face-to-face consultations, current medical condition, medical history, laboratory test and imaging results may be asked. It is important that all information and documents pertinent to the patient's concerns be disclosed. Moreover, virtual physical exam, with limitations, may be done. And there may be a need for some body parts to be shown, with the parent's/guardian's consent, as it may be considered important to form a diagnosis. This is in view of the fact that the doctor will not be in the same room as the patient and would not be able to perform all the necessary physical examinations. The NJHS Health Services will be carried out throughout the duration of the whole school year.

DURATION AND SCHEDULE

An online consultation may last for 10 minutes and will be scheduled for a confirmed preferred date and time. In the event that the audio/video call gets disconnected during the online consultation, both parties will undertake measures to resolve the connection issue during the session. If the connection instability persists, the Clinic will email the student regarding the rescheduling of the session to another time.

BENEFITS

Through the use of online consultation, a medical evaluation and impression of the student's condition may be obtained. Further guidance on monitoring, laboratory and imaging tests, if necessary, may be issued. Advice for over-the-counter medications and specific management for the students' condition may be received without them leaving their homes or other current locations.

RISKS AND LIMITATIONS

This encounter does not and should not replace a traditional doctor's office/clinic visit. There is a limitation with this online mode of consultation since full physical examination as done in the usual face-to-face consultation is not possible. This may therefore affect the process of making a diagnosis. If the NJHS doctor deems it necessary for the student to have a face-to-face consultation with a doctor, then the student may be advised to seek consultation with his personal or other physician or visit an emergency room. As with any form of medical/dental treatment and health check, there are potential and associated risks and benefits of treatment which, despite due diligence from one's physician, may prevent improvement of or even worsen the student's condition. While there may be benefits from telemedicine, results cannot be guaranteed or assured. The NJHS Health Services professional's responsibility ends with the conclusion of the Online Consultation. There are potential risks to the uninterrupted and secure conduct of the online consultation/health check in view of the online mode thereof, due to technical difficulties, malfunction of electronic equipment/software, and other similar occurrences beyond the control of the NJHS Health Service. In this regard, despite the necessary and appropriate organizational, physical, and technical measures being implemented to ensure the adequate protection of all personal data, such measures could fail, and may compromise the student's personal data. Where applicable, the parent/s or legal guardian/s will be immediately notified of any data breach involving the personal data of their child.

CONFIDENTIALITY

Data transmitted and received in this communication is considered confidential for both parties; thus, the consultation may not be recorded, in video or audio formats, nor the details of the consultation be divulged, except with the prior written or recorded consent of all concerned parties. In cases of medical concerns that may need further consultation, parents or legal guardians will be informed so that they may take necessary action. In cases where there is evidence of clear and eminent danger or harm to the student, subject to the provisions of the Mental Health Act of 2017, the Data Privacy Act of 2012 (DPA) and other applicable laws, the authorized Health professional will report such information to the parent/s or legal guardian/s and/or pertinent authorities responsible for ensuring the safety of the student

DATA PRIVACY

Through the online consultations, the School will process the student's personal data including, medical history, current health conditions, as well as medications and treatments to attend to his health, safety and security needs. All personal data obtained will be processed in accordance with the DPA, other applicable data protection laws and policies, and the School's Privacy Policy for Applicants, Students, and Alumni. They will be made available only to authorized School personnel on a need-to-know basis and will be stored and kept secure while the declared purpose of their collection subsists. Beyond

such period, they will be disposed of securely and permanently. The student has certain rights in relation to his personal data, including the right to withdraw consent, as provided under the DPA. Should the student, through his parent/s or legal guardian/s, wish to exercise any of his rights, including the withdrawal of his consent, or has any concern or question regarding them, this Form, or any matter involving the School and data privacy, they may contact the NJHS Health Services Office (healthservices@njhs.edu.ph). To the extent possible, the NJHS Data Privacy Officer will also respond to your concerns at inquiries@njhs.edu.ph (inquiries) or dpo@njhs.edu.ph (complaints / security incidents).

I/We have read the above information and I/we understand the risks and benefits of online consultation, the nature and limits of confidentiality, and what is expected of me/us as (a) parent/s and/or legal guardian/s.