

# Video Call Consultation Information and Consent Form

Dear Client;

Within the scope of your application, in accordance with your request and after the necessary examination and medical documents you have shared, if any, are seen by the Consultant, you can be interviewed.

With this form, information is given about the Video Call Consultation service and your consent is requested for the Video Call Consultation session.

Dear Client, you have the authority to decide whether or not to accept the Video Call Consultation service. Refusing the Video Call Consultation service for any reason will not harm your right to apply for face-to-face service.

## A. INFORMATION

First of all, we would like to kindly inform you that in order to use the Video Call Consultation service, you must have a digital device such as a smartphone/tablet/ that does not have audio and camera malfunctions, and an internet connection. The service will be provided through video and audio connection.

Video Call Consultation service will be started on the digital system within the scope of the information given to you before the meeting on the day of appointment.

In order to get the best results from the service, it is recommended that you be in a quiet place when the call starts. Again, due to the privacy and confidentiality principles of the client, we strongly remind you to take care that there are no third parties or relatives around you during the interview, and that if necessary, only your relative whom you will authorize is present.

If a person other than you is with you during the interview, you must inform the Consultant, who is the other party of the interview. Likewise, you will be informed by the Consultant with whom you will be interviewed, if a third person such as his assistant or the secretary staff is involved in the interview. In the absence of your consent or if the appropriate conditions cannot be met, the necessary arrangements will be made or the meeting will be terminated.

Within the scope of the Video Call Consultation service, the duration of the meeting is planned as 15 minutes. In some special branches, this period is 30 minutes. (For example, psychiatry, etc.) However, the final decision authority on the suitability, duration, extension of the interview session or the termination of the video session initiated due to inappropriate conditions and in all matters during the session rests with the Consultant.

Video Call Consultation service will include an observation-based examination. It cannot be considered as a live examination process. In addition, the Video Call Consultation service does not provide services for emergencies. In case of emergency, you must first contact the emergency health services via 153 or the nearest health institution.

During the meeting, interruptions due to technological reasons, unauthorized access, some technical problems and force majeure may occur. In cases where the interview connection is not sufficient and effective, the interview may be stopped by the interviewed consultant.

During the interview, if there is a need to terminate or stop the interview for any reason, you should share this situation with the consultant. A new date can be planned according to the availability of the relevant consultant for the meetings that have been terminated or stopped for any reason.

During the interview, you may be advised by the consultant to go for an examination or to go to another doctor for a face-to-face examination.

The Video Call Consultation service form containing the client's notes will be kept for the required period of time, along with the other documents in your client's file within the scope of the Personal Data Protection Law.

## B. CONSENT

I have read the information given to me about the planned Video Call Consultation Service session as written above.

I hereby declare that I am aware; what kind of service the Video Call Consultation service is; what the conditions of use are and how to start the interview session; that there is a possibility of interruption or ineffectiveness of the meeting due to technological reasons; that I should inform the consultant if I have a relative with me during the interview; that the consultant has the right of eligibility, duration, termination of the initiated Video Call Consultation session and the consultant is the final decision authority on all issues during the session process; that my right to refuse the Video Call Consultation service will not adversely affect my right to apply for face-to-face health services; that the recording of the call will be processed and stored in the client's file and the processing and storage conditions will be carried out in accordance with data protection law.

I hereby freely agree to use the Video Call Consultation Service and initiate a Video Call Consultation session with the consultant.