



**GOVERNING LAW AND JURISDICTION AGREEMENT**

This agreement (“Agreement”) is entered into by and between You (the “Patient”) and the Student Health Services, University of Guelph (Collectively, the “Parties”). The Parties hereby agree that all aspects of the relationship between the Patient and the Student Health Services, University of Guelph, as well as her/his/their agents, delegates, employees, and any physicians and other independent healthcare practitioners providing medical or other healthcare and treatment to the Patient, or in association with Student Health Services, University of Guelph, including without limitation any medical or other healthcare and treatment provided to the Patient (the “Relationship”), and the resolution of any and all disputes arising from or in connection with the Relationship, including any disputes arising under or in connection with this Agreement, shall be governed by and construed in accordance with the laws of the Province of Ontario (other than conflict of laws rules) and the laws of Canada applicable therein. The Parties hereby acknowledge that the medical or other healthcare and treatment received by the Patient from the Student Health Services at the University of Guelph will be provided in the Province of Ontario, and that the Courts of Ontario shall have exclusive jurisdiction to hear any complaint, demand, claim, proceeding or cause of action, whatsoever arising from or in connection with that medical or other healthcare and treatment, or from any other aspect of the Relationship between the Patient and the Student Health Services, University of Guelph.

**I understand and agree to the above statement**

**ELIGIBILITY AND DISCHARGE from Student Health Services**

Student Health Services is a unit within the broader Student Wellness Services department. Student Health Services provides primary health care during a person’s studies when they are away from home.

**1. Who is eligible for services?**

Full-time and part-time University of Guelph Undergraduate and Graduate students (domestic and international) who have paid the appropriate non-tuition compulsory fees (Student Health Fees).

You will have access to the services offered at Student Health Services 12 months of the year. You must bring and show your student card and proof of valid health insurance coverage (OHIP/UHIP, Out of Province Health card) when booking an appointment or checking in for an appointment.

## **2. When will your relationship end with the Student Health Services?**

Your therapeutic relationships with your physician, nurse and/or other healthcare providers at the Student Health Services will end once you leave or graduate from the University of Guelph and/or are no longer registered as a student and no longer pay non-tuition compulsory fees. There is no capacity to extend services to unregistered students. With your consent, your physician will initiate transfer of your health records/health record summary to your health care provider through the Student Health Services' Release of Information protocol. Student Health Services encourages continuation of relationship with existing health care providers while at University.

**I understand and agree to the above statement**

## **PRIVACY AND CONFIDENTIALITY**

### Student Wellness Privacy Statement

University of Guelph's Student Wellness offers a holistic, multidisciplinary approach to services and information. Student Wellness is composed of five services: Accessibility Services, Wellness Education Services, Health Services, Counselling Services and the Health & Performance Centre. Information on the collection, use, storage and disclosure of your personal information and personal health information is set out below and by requesting services, individuals consent to the collection, use and disclosure of information as set out in this Privacy Statement.

### Patient consent to the collection, use and disclosure of Personal Health Information

#### **Personal Health Information**

Health Services, Counselling Services and the Health & Performance Centre collect, use, store and disclose personal health information in accordance with the Personal Health Information Protection Act (PHIPA). These three services share an electronic health record for registration, scheduling, billing and clinical record management. The personal health information that is collected may include for example, name, date of birth, address, health history, records of visits and the care received during those visits. To provide integrated

health care, personal health information is shared between the three services on a need to know basis when it is reasonably necessary to provide care.

### **Uses and Disclosures of Personal Health Information**

Personal health information may be used and disclosed for the following Purposes:

- to provide health care,
- to confirm attendance at appointments and obtain payment for treatment from OHIP, UHIP, WSIB, private insurance or other provincial health plans),
- to plan, administer and manage Student Wellness Services operations,
- to comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law.

You have the right to see and to obtain copies of your records. Please see the link regarding Personal Health Information and our Privacy Statement for more details.

<https://wellness.uoguelph.ca/about-us/student-wellness-services-privacy-policy>

Recording (in any media or format) any encounter during an appointment without the knowledge and consent of your healthcare provider in Student Health Services is strictly prohibited and may result in the immediate termination of your relationship.

**I understand and agree to the above statement**

### **EMAIL COMMUNICATION**

Student Health Services uses email messaging to your University of Guelph account from your electronic health record to communicate with you regarding your appointment reminders, referral notifications and notifications to call Student Health Services (for results). Email is not a secure form of communication and comes with some risk. You have the right to decline email communication and revoke inclusion of your email address in your confidential health record. If you chose to not include your email on your record or want to revoke your email, please speak to a receptionist. If you have not notified reception that you wish to decline email communication or revoke prior authorization for email communication, you are authorizing the ongoing use of such communication when you submit this form.

I understand and agree to the above statement

## **Uninsured Fees**

### **1. Uninsured/Third Party Services**

Not all medical services are covered by OHIP/UHIP or other provincial insurance. These include insurance and other form completion, Ministry of Transportation medicals, third party medicals, travel consultations/vaccinations, appeals etc. Patients will be advised of such charges and payment methods. All charges for uninsured services must be settled at the point of service.

### **2. Cancellation Policy & Associated Fees**

Student Health Services has a **Cancellation Policy**, and there are **Missed Appointment Fees** applied to all missed appointments “no shows” or late cancellations. Any student missing an appointment under the above policy will be charged the corresponding fee. <https://wellness.uoguelph.ca/services/health-services/billingfees/health-services-missed-and-cancelled-appointment-policy>

I understand and agree to the above statement

**I have read, understand and consent to the above terms and acknowledge that should I wish to receive a copy of this consent, I can request it at the reception desk. By marking each of the above checkboxes, I understand this represents my digital signature of agreement.**

I accept these terms.

**Name:**

**Signature:**

**Date:**