Centre intégré
de santé et de
services sociaux de
la Montérégie-Centre
Québec

Patient Information and Consent Form
Online questionnaire

Project Title
Evaluation Study of the Pilot Project: Support for 811 Nurses and Other Care Teams through Telepharmacy

Research Team
Principal Investigator: Aude Motulsky, CHUM Research Centre

Funding
Fonds de soutien à l'innovation en santé et services sociaux – FSISSS, Ministry of Economy and Innovation (MEI) Research Support Program

CHUM Project Number: 20.120

Purpose of the Study
This study aims to implement a new reference service to the *Ask a Pharmacist* (*Question pour un pharmacien, QPUP)* telepharmacy platform for calls to Info-Santé 811 for patients with a question about drug therapy. Thus, Info-Santé 811 nurses will redirect patients to the QPUP telepharmacy platform. Patients will be able to write down their questions, which will then be answered by a participating pharmacist connected to the platform. The objective of this study is to analyze the feasibility of integrating this telepharmacy platform into the Info-Santé 811 telephone service.

My Participation in the Study
On the QPUP platform, you will be invited to answer a short questionnaire aimed at collecting your opinion and satisfaction with the new telepharmacy service. Thus, for this study, your participation consists of accepting that the data collected by this questionnaire be integrated into this study.

Your participation is free and voluntary, but before agreeing to share your data we ask that you take the time to read and understand the following information.

Your participation in the study will take approximately 3 minutes, which represents the time to read this information and consent form and agree to share your data.

There are no known risks to participating in the study. You will not receive any personal benefit from your participation. However, your participation is important because patients are the primary beneficiaries of this new service and it will help gather information about your needs and perceptions regarding the integration of the QPUP with the InfoSanté service and contribute to the advancement of knowledge in this area.

By agreeing to participate in this study, you do not waive any of your rights and you do not release the researcher responsible for this study and the establishment of their civil and professional liability.

If you have any questions or problems related to the research project, you may contact the principal investigator, Aude Motulsky, or someone on the research team at 514 343-5631 (between 9:00 a.m. and 5:00 p.m., Monday to Friday).

If you have any questions about your rights as a participant in this research project, you can contact the CHUM's Complaints and Service Quality Local Commissioner 514 890-8000, ext. 26047.

Privacy and Confidentiality

The information collected is anonymous and will remain strictly confidential. It will be used in such a way as to preserve your anonymity throughout the analyses and the publication of research results. It will allow the advancement of knowledge concerning the use of telepharmacy. The data collected will be stored on the *Ask a Pharmacist* server for the purposes of improving service and providing feedback to pharmacists. Only the researchers on the research team and the pharmacists who were involved in answering your question will have access to the data from this questionnaire.

The CHUM Research Ethics Committee has approved the project and will ensure its follow-up.

By checking "I accept" on the telepharmacy platform, you confirm that:
- You are 14 years of age or older;
- You have understood the purpose of the study and you have had your questions answered, if any;
- Your participation is completely voluntary, and you are not obliged to participate. Please note that it will not be possible to withdraw from the study after you have consented to participate since your answers will be collected anonymously by the researchers;
- Your responses to the questionnaire will be kept for a period of ten years and all results will be presented in a manner that ensures participant confidentiality;
- You understand this consent form and agree to participate in the study.

The research team thanks you.