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GUIDE TO ETHICAL REFLECTION FOR TELEHEALTH STAKEHOLDERS

From the position statement:
Clinical Telehealth in Québec: An Ethical
Perspective (2014)

Commission de l'éthique
en science et en technologie
1150, Grande Allée Ouest
1^{er} étage
Québec (Québec) G1S 4Y9
www.ethique.gouv.qc.ca

PRODUCTION SUPPORT

Supervision and coordination
Nicole Beaudry

Research and writing
Dominic Cliche

TECHNICAL SUPPORT

Secretariat
Ghislaine Gingras

Translation
Barbara Pattison, C. Tr.

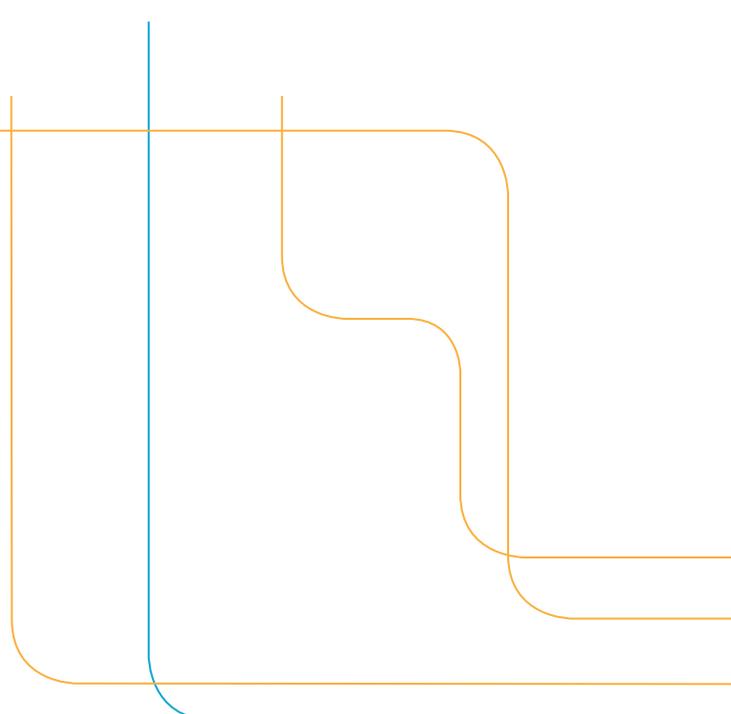
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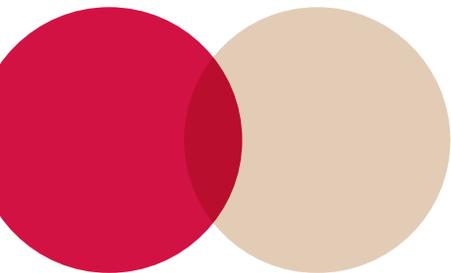
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GUIDE TO ETHICAL REFLECTION FOR TELEHEALTH STAKEHOLDERS

This guide is intended to support stakeholders (health professionals, managers, technicians, etc.) in their process of reflection when they are required to make a decision regarding the use of telehealth.

It provides a list of questions to ask in order to make a responsible and ethical decision. For each question, references to the relevant sections or tables of the summary are also included. (The summary is available online : <http://www.ethique.gouv.qc.ca/en/>.)

1. Understanding of the situation

In this situation, what are the relevant characteristics of the telehealth application?

See the five characteristics of telehealth on p. 2 as well as Table 4.

What are the expected benefits?

What are the risks?

What are the possible harmful consequences for users and their relatives?

What are the consequences for care providers, managers and support staff?

What are the consequences for the health care system and society in general?

Refer to the situations described on pp. 5-13.

2. Existing framework

Can legal or professional ethics standards guide the decision?

3. Reflection on ethical principles and values

Are the principles considered central to the health care system respected?

See Table 2 and the section "Principles to respect" on pp. 5-7.

In this context, how are core values expressed?

See Table 3.

Are any other values involved? Do they give rise to value conflicts?

4. Reflection on the solutions to adopt

What are the possible solutions to the dilemma?

What are the consequences of these solutions for people and organizations?

How do these solutions relate to the values mentioned?
Do some respect more values or put emphasis on those considered the most important?

5. Validation of the solution adopted

Is the solution adopted acceptable to the other parties concerned?

Can it be generalized to other similar situations?

Would you feel comfortable justifying this solution publicly?

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