

## Service User Consent Policy

Eyecare at home defines service user consent as a person (“service user”) giving their permission before receiving any type of medical treatment. For the purpose of this policy, consent is considered to be given by service users to Eyecare at home’s staff.

### Clinical consent

Eyecare-at-home.uk requires its staff to obtain consent from service users for any procedure undertaken including:

- Assessment
- Examination
- Treatment
- Referral (as necessary).

Service users can provide consent:

- Verbally
- Non-verbally, or
- In writing.

Consent must be given:

- Voluntarily
- In an informed manner and;
- By a person with the mental capacity to do so.

Eyecare at home’s policy whereby a service user does not possess the mental capacity (the ability to understand and use information) to make a decision about their treatment is that staff can give treatment if they believe it is in the service user’s best interests.

Eyecare at home will comply with guidance from the College of Optometrists on consent (paragraphs C20 et seq).

Eyecare at home considers that patients using the service have the right to determine what is happening to them throughout their treatment period and must be kept adequately informed throughout by staff. Eyecare-at-home.uk's policy is that clinicians have a moral and legal duty to give service users a basic overview of their condition, the likely outcome of their condition and their treatment options.

### **Information consent**

Eyecare at home holds a data handling policy according to the Data Protection Act 1998 and Freedom of Information Act 2000, freely available, stating that patients will need to provide Eyecare-at-home.uk with their consent if the patient wishes Eyecare at home's staff to pass their information to another optometrist.

Eyecare at home displays a notice on its website stating that it adheres to the guidelines of the College of Optometrists and the Data Protection Act 1998 and will not pass service user's personal information to a third party without their consent unless there is a clear public interest duty to do so.

Eyecare at home requires its staff to ensure appropriate consent is obtained when required for all contacts with patient confidential information. It must be in the service user's clear interest or they must give explicit consent for record cards to be shown, copied or given to other parties.

Please see Eyecare at home's Information Governance and Data Management Policy for more information on the data that it holds about service users.

This service user consent policy will be reviewed annually with commencement date **01 February 2018**.