

Procedure for Telephone Consent

NOTE: These procedures for telephone consent do NOT apply to consent to participate in a research project. See <http://www.med.umich.edu/irbmed/InformationalDocuments/TelephoneConsent.htm> for the use of telephone consent processes for research.

The informed consent process including obtaining written consent may be conducted by telephone when following conditions are present:

1. An operation or invasive procedure or a high risk non-invasive procedure is contemplated for a patient.
2. The patient is a minor or is an adult who cannot give his or her own consent.
3. No one who can give consent for the patient is physically present at the facility to consent and to sign the consent or refusal form.

Steps are as follows:

1. Determine who should give consent for the patient: legally authorized representative or next of kin (See Exhibit 2, II A 3 or UMHHC Policy #03-07-018 Minors: Consent and Access to Confidential Health Care Services Date of Issue 9/2000, **Last Review 03/18/03**). If you are unsure who is considered a legally authorized representative, contact the Health System Legal Office at 764-2178 and ask for the attorney on call.
2. Call Hospitals Permission Line at 936-5087 and request an on-line consent.
3. Give the Operator the name and telephone number of person who will be asked to give consent.
4. The operator will place the call while the physician remains on the line.
5. Inform person giving consent that a third party is on the line to witness the discussion.
6. Give information as listed in Elements of Consent above in Section III B of this policy
7. Ask if the person consents.
8. If affirmative, explain that a copy of a summary of the consent will be placed in the patient's chart.
9. Thank person for his/her assistance and terminate the call.
10. If consent is not given, inform the person that this will be documented in the patient's chart, thank him or her and terminate the call.

Documentation of Telephone Consent

1. Documentation is made in the patient's chart by the clinician who conducted the telephone call.
2. Place a narrative note in the patient's chart listing the date and time of the call, the person spoken to and relationship to the patient with telephone number. Include the elements of consent listed in Section III B of this policy.
3. Note whether consent was granted or denied.
4. The form entitled Telephone Permission Request will be completed by the operator who has placed the call and witnessed the consent process and will be faxed to the patient unit and placed in the patient's chart. This form will contain the name of the Hospitals Operator who witnessed the giving or withholding of consent.