

<b>Section:</b> Research	<b>Number:</b> 30.10.PP.v1
<b>Subject:</b> Permission for External Use of OTN Patient and Providers' Satisfaction Surveys Tools	<b>Associated Form Number:</b> N/A
<b>Effective Date:</b> December 2008	<b>Reviewed Date:</b> new
<b>Revised Date:</b> new	<b>Next Review Date:</b> December, 2010

## OUR MISSION

The Ontario Telemedicine Network (OTN) is dedicated to the generation of knowledge and promotion of research in the field of telemedicine. Clinicians, researchers<sup>1</sup> and OTN Members<sup>2</sup> are encouraged to conduct telemedicine research and evaluation activities.

OTN has developed and copyrighted a number of patient and provider satisfaction survey tools that Members and external researchers may wish to administer as part of a research project or internal evaluation.

OTN's patient and provider surveys have been copyrighted indicating that OTN has exclusive license to the surveys and "...the sole right to produce or reproduce the work or any substantial part thereof in any material form whatever." (*Copyright Act 1985*). Whereas OTN may assign the right to administer the surveys to other parties, this assignment is not valid unless it is in writing.

To protect human subjects in research fields, federal guidelines and provincial laws require the approval of research initiatives by a Research Ethics Board (REB). Such boards are responsible for initial assessment, approval and continuing review and approval of research that involves human subjects. OTN does not have a Research Ethics Board (REB) and cannot approve or authorize external research activity.

## POLICY STATEMENT

All research conducted over, or pertaining to OTN, must be in compliance with all relevant federal and provincial statutes, regulations and or guidelines. In addition, the onus is on the Member or researcher to obtain all other approvals required by local health care organizations.

Members or researchers who wish to administer OTN's copyrighted surveys must seek permission from OTN. Documentation of Research Ethics Board for research projects or ethics screening for quality assurance/improvement/evaluation projects must be presented to OTN by the Member or researcher prior to the launch of the survey tool.

## PROCEDURE

The following must be agreed to in writing by the member/researcher and the Decision Support and Evaluation (DSE) Department:

- 1) The member/researcher/requestor obtains written permission from OTN to administer the OTN Patient and or Providers' surveys by emailing DSE at [DSESURVEYS@otn.ca](mailto:DSESURVEYS@otn.ca).

<sup>1</sup> Researcher refers to the principal investigator of a proposed knowledge-generating, peer-reviewed project.

<sup>2</sup> Member refers to a health care organization/ health care provider/practitioner or company which has entered into a contractual relationship with OTN for use/access to the network

- 2) OTN provides a sample of the requested survey to requestors for use in the REB proposal or ethics screening review.
- 3) OTN sends a checklist to assist the requestor in complying with this procedure (see attached checklist).
- 4) The requestor must present Research Ethics Board (REB) approval to OTN, or if REB approval is not available, such as in the case of quality assurance, quality improvement and program evaluation projects, proof of ethics screening to assess the need for REB approval must be presented. Screening tools such as the Alberta's Research Ethics Community Consensus Initiative (<http://www.ahfmr.ab.ca/arecci>) are recommended.
- 5) No modification to OTN survey tools or method of administration can be made without the permission of OTN.
- 6) The disclaimer "Used with permission of Ontario Telemedicine Network" will appear on every survey.
- 7) Requestors will send their agency logo for OTN to include on the PDF read-only survey(s) which OTN will send to the requestor.
- 8) All data collected using OTN surveys must be compiled and returned to OTN in an excel file within an agreed upon time period. This is required in order to build the psychometric properties of the tools. If personal identifiers or personal health information has been approved by an REB and collected, this information must be stripped from the files sent to OTN.
- 9) Final reports of the research/evaluation projects must acknowledge use of OTN survey(s).
- 10) Electronic final reports or reprints of publications of the research/evaluation projects must be presented to OTN.

## ASSOCIATED FORM(S)

Checklist for External Use of OTN's Copyrighted Patient and Providers' Satisfaction.

## REFERENCES

Canada's Personal Information Protection and Electronic Documents Act, 2006  
[http://www.privcom.gc.ca/legislation/02\\_06\\_01\\_e.asp](http://www.privcom.gc.ca/legislation/02_06_01_e.asp)

Ontario's Personal Health Information Protection Act , 2004 <http://www.search.e-laws.gov.on.ca/en/isysquery/e5d3772b-301c-4cef-bf9f-2ae18f90fc9d/4/frame/?search=browseStatutes&context=>

Tri-Council Policy Statement Ethical Conduct for Research Involving Humans, 1998  
<http://www.pre.ethics.gc.ca/english/policyinitiatives/interpretations/interpretation011.cfm>

Copyright Act (R.S., 1985, c.C.42), <http://laws.justice.gc.ca/en/C-42/index.html>

Alberta Research Ethics Committee Consensus Initiative, <http://www.ahfmr.ab.ca/arecci/areccitools.php>

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**END OF POLICY**

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### Checklist for External Use of OTN's Copyrighted Patient and Providers' Satisfaction Tools

1. OTN is contacted (via email to [DSESURVEYS@otn.ca](mailto:DSESURVEYS@otn.ca)) for policy re external use of OTN's surveys.

2. OTN is sent information about intended use of surveys and request for permission to use.
3. OTN sends survey for review and use in Research Ethics Review Board or ethics screening.
4. OTN receives REB or Ethics Screening Form.
5. Logo is sent to OTN for inclusion in the surveys.
6. Date for submission of data to OTN is agreed upon.
7. Final report acknowledges use of OTN's surveys.
8. Electronic PDF survey file is received from OTN.
9. Data is submitted in Excel file to OTN with no personal identifiers by agreed upon date.
10. Electronic final reports or reprints of publications are submitted to OTN.
