

**Baycrest**

# Patient and Family Virtual Care Appointment Guide

Before Your Appointment

# Taking part in a Virtual Care Appointment – Before Your Appointment

## Information for Baycrest patients and families

Baycrest is increasing our virtual technology efforts so that we can continue to provide patients, residents, families and our Baycrest community with safe and effective care. This means that some of our doctors and other healthcare providers will be conducting virtual care appointments using video and audio communication tools.

This package is a step-by-step guide on how you can take part in a virtual care appointment, as well as some frequently asked questions.

## What is a virtual care appointment?

A virtual care appointment is when a healthcare provider, such as a doctor or nurse practitioner, conducts a health care appointment with a patient using a telephone, smartphone, or a computer, such as a desktop, tablet, or laptop.

During a virtual care appointment, you can talk with your doctor or healthcare provider about your health-related concerns.

## What is the difference between a virtual care appointment and an in-person appointment?

During virtual care appointments, you see and talk with your doctor or healthcare provider over a secure internet connection.

## Will a virtual care appointment take the place of all my in-person appointments with my doctor or healthcare provider?

No. At this time, virtual care appointments are being used to make sure that you can still speak with your doctor or healthcare provider without having to go into a clinic or office. This type of appointment will also protect you against exposure to the COVID-19 virus since you will not need to leave your home.

If you feel you need to see a doctor or healthcare provider immediately, **go to the nearest emergency room or call 911.**

## How do I log on to my virtual care appointment?

A member of your healthcare team will send you an e-mail with instructions on how to log on to your virtual care appointment.

## **How do I get a virtual care appointment? Who will arrange it?**

Only some patients will be invited to take part in a virtual care appointment. It will depend on their care needs and personal comfort level using technology.

If you are invited for a virtual care appointment, you will receive an email with:

1. The date and time of your appointment.
2. A link to join the virtual care appointment and the internet platform they will use.

## **Who will take part in my virtual care appointment?**

In most cases, your virtual care appointment will include you, your doctor, a member of your healthcare team, or both. It is up to you to invite a helper (such as a family member or caregiver) attend the virtual care appointment as well.

In some instances, it may also include:

- A clinical facilitator who will help your doctor or healthcare provider during your appointment. This may be a nurse, personal support worker or assistant from Baycrest.
- A non-clinical facilitator or volunteer from Baycrest who will help set-up the technology being used for your virtual care appointment.

To protect your privacy, non-clinical facilitators will not be present during your appointment and will leave after supporting the technology set-up. If you are uncomfortable with a non-clinical facilitator helping you during your virtual care appointment, let a member of your healthcare team know before your appointment.

If you would like to include a family member or friend to help you remember what is said during your appointment or to help you with any set-up or technical issues, please feel free to do so. If there is any information that you do not want to share with your family member or friend during your appointment, is up to you to let them know you would like them to leave the room.

## Is my virtual care appointment free? Do I need to register?

A member of your healthcare team will let you know about any costs or registration process for your virtual care appointment.

Depending on what device you are using for your virtual care appointment, you may need to download a free application (also known as an app).

Please be advised that your virtual care appointment will use a lot of internet bandwidth. We strongly suggest that you do not use your smartphone's mobile data plan. Please use your home Wi-Fi connection instead.

## Will my virtual care appointment be recorded?

Your appointment will not be recorded.

To make sure that your health information is kept private, **do not** make any recordings of your virtual care appointment.

## What equipment do I need to take part in a virtual care appointment?

To begin, you will need:

1. A reliable secure internet connection
2. A personal email account
3. A personal computer (with webcam, speaker, and microphone) or a tablet or smartphone
4. A phone where you can be easily reached in the event that that an internet connection cannot be established (if you are not using a smartphone for the appointment)

If you do not have one or any of these items, or you are unable to access these items, let a member of your healthcare team know. They will find another way for you to speak with your doctor or healthcare provider.

## What equipment do I need to take part in a virtual care appointment?

To connect with you for your virtual care appointment, your doctor or healthcare provider may use a popular web-based internet platform such as:

- 1. Ontario Telemedicine Network (OTN)** - Ontario's publicly-funded platform that enables simple virtual connections between patients and their healthcare providers for care that does not need to be provided in-person.
- 2. Zoom** - an easy, reliable videoconferencing and online chat service that uses a cloud-based, peer-to-peer software platform for teleconferencing, telecommuting, distance education, and social relations.

## How do I use the platform?

You will receive instructions on how to log on to your virtual care appointment in a separate email.

If you are using OTN, a separate email will be sent to you with details about your virtual care appointment, containing a blue button that says **Start eVisit** (see below).

### 2. Connect

When it's time for your appointment, click the button below to join.

**Mobile users:** You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call



Simply click on the blue button and you should see or hear your doctor or healthcare provider shortly.

For more information on how to use OTN, visit <https://otn.ca/patients/evisit/>

If you are using Zoom, a separate email will be sent to you with details about your virtual care appointment, including a Zoom link and a meeting ID number (see below).

Link to  
videoconference



**Zoom Link:** <https://zoom.us/j/123567899>  
**Meeting ID:** 123 4567 8910

Simply click on the link or enter the meeting ID and you should see or hear your doctor or healthcare team member shortly.

For more information on how to use Zoom, visit <https://zoom.us/resources>

### What specifications do I need on my computer or mobile device?

#### Platform: OTN

If you and your doctor or healthcare provider are using **OTN** for your virtual care appointment and you are using a desktop computer, you will need:

	PC	Mac
Operating system	Windows 10+	OS x 10.11+
Browsers	Google Chrome 72 + Mozilla Firefox 60 + ESR Microsoft Edge 79 +	Google Chrome 72 + Mozilla Firefox 60 + ESR Apple Safari 11.1 +
Apps	N/A	N/A

To take part using OTN and a mobile device, you will need:

	Android	Mac
Operating system	Version 7+	Version 10+
Browsers	N/A	N/A
Apps	Pexip Infinity Connect Find it on Google Play	Pexip Infinity Connect Find it on the App Store

## Platform: Zoom

If you and your doctor or healthcare provider are using **Zoom** for your virtual care appointment and you are using a desktop computer, you will need:

	PC	Mac
Operating system	Windows 10+	OS x 10.11+
Browsers	Google Chrome 72 + Mozilla Firefox 60 + ESR Microsoft Edge 79 +	Google Chrome 72 + Mozilla Firefox 60 + ESR Apple Safari 11.1 +
Apps	Zoom for PC	Zoom for Mac

To take part using Zoom and a mobile device, you will need:

	Android	iOS
Operating system	Version 7+	Version 10+
Browsers	N/A	N/A
Apps	Zoom for Android	Zoom for iOS

**What if I am not comfortable using the technology? What if I don't have access to the technology required for a virtual care appointment?**

**If you are living in the community or you are a Baycrest in-patient:**

Before your first virtual care appointment, your doctor, healthcare provider or a member of their team will tell you what devices and software you will need to take part in the appointment. If you do not have the necessary devices or do not feel comfortable with virtual care appointments, let a member of your healthcare team know and they will do their best to accommodate you. You can also ask a family member or a friend to help you take part in your virtual appointment.

You should know that your doctor or healthcare provider may ask to see you in person, cancel your appointment, postpone your appointment, or ask that you visit the nearest emergency department if a virtual care appointment is not an option for you.

**If you are a Baycrest hospital patient or an Apotex or Terraces resident:**

All the necessary devices and software will be provided by Baycrest at the time of your appointment.

**I do not want to miss my visit. Can I test my connection before my appointment so I know it works?**

You can test your internet connection before your appointment. If you need additional help with your virtual care appointment, let a member of your healthcare team know and they will connect you with a virtual care volunteer who will walk you through the process.

## How to test your connectivity:

1. Use a third-party bandwidth testing app to make sure that your network connection meets the minimum requirements (5 Mbps download speed; 0.77 upload speed). For example, try [speedsmart.net](https://speedsmart.net), [fast.com](https://fast.com), or [speedtest.net](https://speedtest.net).
2. If the test results are not within the recommended range, you might have connection issues. These issues can cause your video to flicker or freeze and can cause clicks, pauses or other problems with the sound quality.
3. If you are unfamiliar with your network and its bandwidth capacity, contact your Internet Service Provider (ISP) or network support staff for information or to investigate the quality of your network connection.

## Who can I go to for technical support?

If you are in need of technical support, let your healthcare team know. A volunteer will be available to support you through your virtual care appointment. If you are **using OTN** and need technical support, call 1-855-654-0888.

## Is a virtual care appointment secure and private? How will my personal health information be used?

Personal health information is any information that can identify you, your health status and any health care services you are receiving.

We will do our best to make sure that any information you give to us during your virtual care appointment is private and secure, but no video or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third parties when using video or audio communications tools.

To help keep your information private and secure:

- Understand that audio calls you take part in are not secure in the same way as a private appointment in an examination room.
- Use a private computer or device. For example, do not use your employer's computer or device or a third party's computer or device.
- Use secure email accounts and a secure internet connection.

For example, using a personal and encrypted email account is more secure than an unencrypted email account, and your access to the internet on your home network will generally be more secure than an open guest Wi-Fi connection.

- Understand that:
  1. A virtual care appointment does not take the place of an in-person appointment or a clinical examination, if you need one.
  2. A virtual care appointment does not take the place of going to the nearest emergency department for any urgent care that you may need.

If you are concerned about using video or audio tools for virtual care, let a member of your healthcare team know before your appointment. They will talk with you about your options.

Before you begin your virtual care appointment, your doctor or healthcare provider will review the risks with you. By taking part in a virtual care appointment, you agree to let us collect, use, or disclose your personal health information through video or audio communications (while following applicable privacy laws) in order to provide you with care. In some instances, a Baycrest staff member will reach out to the shared decision makers of our residents to obtain consent for a virtual care appointment.

### **Can I decline a virtual care appointment?**

You can decline or withdraw your consent for virtual care at any time by contacting your doctor or healthcare provider. Please understand that this may lead to delays in your care during the current pandemic.