

Markham Stouffville Hospital

Virtual Care Guidelines for Patients

What is a Virtual Visit?

A virtual care or virtual visit refers to any form of electronic communication that occurs through video conferencing, secure messaging (email, SMS or MMS), or audio digital tools, where one or more health care providers deliver health care services to a patient. Virtual care can be described as a component of both telehealth and telemedicine services.

This model of care is particularly valuable where the circumstance or conditions in a health care environment prevent in-person non-urgent treatments. Tangible benefits of virtual care for both patient and provider include enhanced access to health care and the efficient delivery of care.

To help support patient care and health care providers (HCP), **Zoom for Healthcare** has been approved as a virtual care platform for use on an interim basis for Markham Stouffville Hospital (MSH) health care providers (physicians, nurse practitioners, allied health professionals and staff).

What is Zoom for Healthcare?

Zoom for Healthcare is a secure web-based service that can be used to see, hear and talk with your Health Care Providers (HCPs). You can connect using a smart phone, tablet or computer from any location with an internet connection.

How is a virtual visit booked?

A member of your health care team will call you and inform you that your appointment will be virtual and talk to you about options for virtual care. The decision on which type of virtual visit you have will be made based on your care needs and the technology you and the clinic have access to.

As part of the booking process a member of your healthcare team will:

- Give you instructions on how to prepare;
- Ask for your verbal consent for the upcoming appointment;
- Let you know the day and time of your virtual visit and confirm they have your preferred contact information;
- Send you an email invitation to confirm your scheduled virtual visit. This email will contain the link to join the virtual visit.

Consent to Virtual Visit and Email Communication

Your health care provider will contact you to schedule your appointment. At that time, they will ask you for your information. This includes your email address, your name, date of birth and Health Card Number. Your HCP will also discuss the option of attending your appointment virtually or to be seen in person.

You will be informed about the risks and benefits of a virtual visit. If you consent to meet with your HCP virtually, you will receive an email to confirm your appointment. The email will also contain the Zoom link required to join the virtual visit. If you have any questions about your virtual visit, please contact the clinic or your healthcare provider directly.

What happens during a virtual visit?

At the beginning of your virtual visit, your health care provider will need to verify your identity. If it is your first encounter, they will ask you to show a valid government issued photo ID to the camera to confirm who you are.

Once the ID verification is complete, your health care provider will talk to your current health status, any symptoms you may be experiencing and your needs. During your appointment, you and your health care team will talk about how you're feeling, your questions and next steps in your care plan.

If your HCP feels that an in-person visit would be a better fit for you, they will discuss your options and next steps.

How can you prepare for a virtual visit?

- Have your Health Card ready to present to your HCP;
- Prepare a list of your symptoms, when each started and how severe they are;
- If applicable, provide any recorded data such as weight, temperature, home blood pressure and pulse readings;
- Ensure you have your prescription medications (have your pill containers at hand with the pharmacy label), allergies and/or immunizations available as needed.
- Information on past surgeries and hospitalizations
- If necessary, information about your immediate family's health history (parents and siblings); and
- Any questions that you have for your HCP.
 - Note: If you want to include a family member or other person who supports you in managing your health care, arrange for them to be with you. For video visits for children your child must be on camera for at least part of the visit.

Protecting Your Privacy During Your Virtual Visit

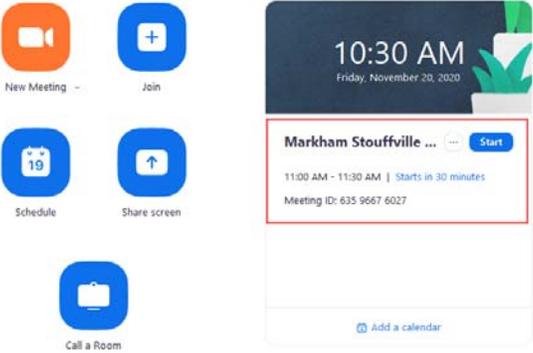
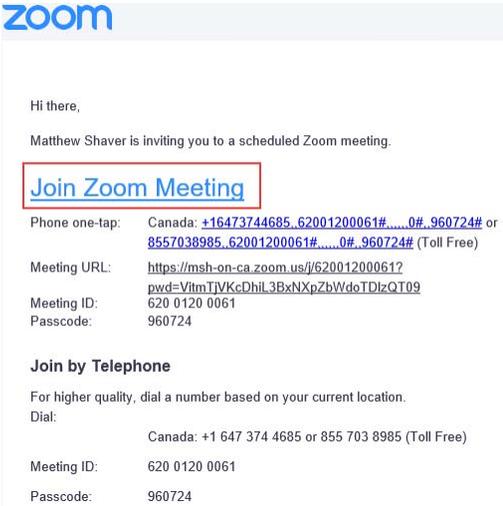
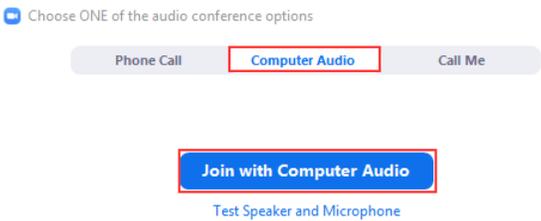
Our privacy is very important to us at MSH. We protect your privacy during virtual visits in the same way as we do during a clinic visit.

- The video conferencing platforms that MSH uses are used by many hospitals in Ontario and Canada. These platforms have been reviewed by our Privacy and Information Security teams, and recognizing that there some risk associated with email correspondence, we are taking appropriate precautions to make sure your information is as safe and secure as possible.
- Only the people providing care to you will be present during your appointment – unless you are part of a group care session, in which case other members of the group session will also be present.
- Discussion during the visit will be documented in your health record, just like an in-person appointment would be.
- Be aware of your surroundings and who may be able to overhear your virtual visit.
- Calls and video are not recorded or kept Zoom Healthcare after you appointment finishes
- MSH is not responsible for the security of patients' internet service providers, email domains, personal devices or personal computers.
- We suggest that you use your personal email when communicating about your health and not a work email address, as your employer may have the right to inspect your work email.
- Use a secure internet connection. Do not use a public internet connection such as at the airport internet café, public library or other open area. Other people may be able to use the link to listen in on your appointment without you knowing.

If you have any additional questions about privacy please contact privacy@msh.on.ca or contact your primary health care provider.

Accessing a Zoom Virtual Telehealth Meeting

Once your healthcare provider has obtained your consent, you will receive an email with an invitation to your Zoom video visit appointment. The best way to access the meeting is to click on the link in your invitation.

<p>Zoom desktop Client</p> <ol style="list-style-type: none"> 1. Start your meeting from the desktop client by clicking the “Start” button on the upcoming meetings portion of the home screen. 	
<p>E-mail/Calendar/Web Browser</p> <ol style="list-style-type: none"> 2. Open the invite containing the meeting details and click “Join Zoom Meeting” in the body of the message. <p>You will then be launched directly in to the meeting.</p>	
<ol style="list-style-type: none"> 3. For best results click on “Join with Computer Audio”. <p>Computer must be equipped with speaker and microphone. Webcam is also suggested for best user experience.</p>	

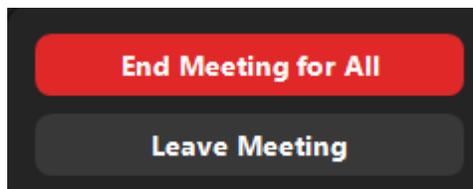
Zoom on a Smartphone or Tablet

Follow these steps to join the meeting using the Zoom application on your smartphone or tablet:

1. First time users should first install the free Zoom Cloud Meetings app on your device. Visit the App Store (iPhone/iPad) or Google Play (Android devices) to get it.
2. Click on the meeting invitation in your email to launch the Zoom app. You will be asked to enter your name. Enter your full name (first last), then click **Continue**.
3. The next screen will ask you to give Zoom access to your device's camera. Click **OK**. Then select **Join with Video**.
4. Zoom will ask for access to your device's microphone. Click **OK**.
5. Then you will be asked to choose how you'd like to connect to audio (to hear others on the video visit). Either option is OK, but if your internet connection is good, consider using the internet audio option.
 - Call using Internet Audio: Uses your device speaker and microphone to connect to audio via the internet.
 - Dial in: Prompts you to dial into the meeting for audio. Click the **telephone symbol** for the first number, then click the **Call** button when prompted
6. You will be placed in a virtual waiting room until the provider (host) joins.

Leaving the Meeting

1. To end the meeting locate the "End" button at the bottom right side of the meeting. Alternately click **X** in the top right corner to obtain the same sub-menu.
2. A sub-menu will display; click "Leave Meeting" to exit the meeting.



Troubleshooting Technical Issues

These steps can help you with issues related to video disconnect during a telehealth visit:

1. If your video stops unexpectedly and you receive a prompt to leave meeting, click **Cancel** to remain in the Zoom video visit.
2. If your video fully disconnects, go back to your email or calendar and click on the Zoom meeting link from your original meeting invitation to rejoin the meeting.

If your provider's video stops or drops out unexpectedly and you are disconnected from the meeting, go back and click on the Zoom meeting link from your original meeting invitation to rejoin the meeting. Wait for your provider to restart the meeting.

For more information please visit [Zoom Help Center](#)