VIRTUAL MEETINGS – PROTECTING YOUR PRIVACY
A Guide for Patients and Families

A "virtual meeting" is just like a regular appointment with your Home and Community Care Support Services contact. However, the only difference is that you see and talk to your Home and Community Care Support Services contact on a computer or phone screen by using the Internet. Some refer to this as "videoconferencing."

To protect your privacy and ensure you are informed about virtual meetings, please review the following information.

PLANNING YOUR MEETING

Availability – Pick a date and time that you know you are available. Give this to your Home and Community Care Support Services contact who will schedule the virtual meeting. If you need to reschedule the meeting, please notify your Home and Community Care Support Services contact as soon as possible.

Guests – If you would like a family member or friend to be invited to your virtual meeting, please let your Home and Community Care Support Services contact know before the meeting. Please provide the name, email address and phone number of these individuals who you would like to include so that an invitation can be sent to them.

Privacy – If other individuals are attending the virtual meeting (e.g. family member or friend) and you don't want to discuss or share some of your personal health information with them during the meeting, please be sure to tell your Home and Community Care Support Services contact about this before the meeting.

Virtual Meeting Invitation – You will receive an email from your Home and Community Care Support Services contact with an invitation for a specific date and time for your virtual meeting. Please reply to this email as soon as you can.

- To accept the invitation click on "Accept" or "Yes"
- To decline the invitation, click on "Decline" or "No" and call your Home and Community Care Support Services contact to make other arrangements.

CONTACT INFORMATION
At any time you may contact Home and Community Care Support Services Central West at 1-888-733-1177.

COMPUTER REQUIREMENTS

Home and Community Support Services uses **Microsoft Teams** software to host virtual meetings. Here is what you will need:

- Computer, laptop, tablet or smartphone with camera, speakers and microphone
- Internet connection that is strong and secure
- Email address
- Internet Browser – **Do not use Internet Explorer.** Please use a recent version of Google Chrome or Microsoft Edge. Other browsers may also work.
- Battery/Power Supply – Please have a fully charged battery or please ensure your computer is plugged in.

Note: If you are using a smartphone or tablet, download the Microsoft Teams app.

To learn more about what your computer will need to properly use Microsoft Teams click here. To learn more about supported Internet Browsers click here.

Computer Security & Tips
To the best of your ability, please make sure your computer device has good security. More specifically, make sure:

- your Wi-Fi is private and password protected i.e. not an open Guest Wi-Fi connection
- you have a strong password
- your device is up-to-date with the latest security fixes and patches
- your device has up-to-date antivirus software installed
- your device times out after 30 minutes of inactivity
- your files are encrypted and/or password protected
- you do not leave your computer unattended when it is unlocked

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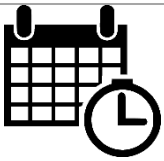
ON THE DAY OF YOUR MEETING

Location – Identify a quiet and private place for your virtual meeting that prevents uninvited individuals from overhearing or seeing you. You may want to position your computer camera so it doesn't show personal or private things in your home.

Join the Meeting – Click on "Join Microsoft Teams Meeting" located at the bottom of the meeting invitation sent to you from your Home and Community Care Support Services contact. Look in your email calendar for the invitation. Wait to be admitted. For more information on how to join a Microsoft Teams virtual meeting online click here.

Getting Started – All participants will be asked to:
- identify themselves: patients will be asked to show their Health Card
- not record the meeting
- not use the Chat feature except for technical issues

Technical Difficulties – If you experience technical difficulties, have the phone number of your Home and Community Care Support Services contact nearby to call them if necessary. Alternatively, if Microsoft Teams is up and running, you may use the Chat feature to ask your Home and Community Care Support Services contact for technical assistance during the meeting. **Do not use Chat to share personal information or discuss your care**.

ADDITIONAL IMPORTANT INFORMATION

Emergencies – Do not use virtual meetings for medical emergencies or time sensitive matters.

Email address – Tell your Home and Community Care Support Services contact if your email address changes.

Inviting Others – If you permit others to attend your virtual meeting (e.g. family member), please ensure they accept the risks and terms of the virtual meeting.

Email – Please do not email or text any personal health information to Home and Community Care Support Services. If you wish to communicate by email, Home and Community Care Support Services requires written consent first. Ask your contact for further details.

CONSENT AND RISK – Virtual Meetings

Home and Community Care Support Services is committed to the protection of personal health information. However, communication and services over the Internet involve privacy and security risks that Home and Community Care Support Services cannot control. These are summarized below.

Your meeting invitation will include the terms and conditions that describe the risks in detail.
- If you accept the meeting, then you are agreeing to the terms and conditions.
- If you do not consent, do not accept the meeting invitation. Please call your Home and Community Care Support Services contact, who will arrange another way to communicate.

Please note:

Internet Based Communication – There is no guarantee of privacy and security with Internet communications and online services.

Access to Information – Internet service providers may have a right to access and retain information that passes through their systems. Even after it has been deleted, information may still exist on back-up systems. If you use an employer's computer, this same risk applies.

Information Integrity – Someone with access to your information and email account may try to impersonate you and communicate with Home and Community Care Support Services. Please note that Home and Community Care Support Services may not be able to detect this type of fraud.

Suspicious Messages – You could receive communication that appears to be from Home and Community Care Support Services, but it is not. If you suspect this is the case, do not open the communication or email. Call your Home and Community Care Support Services contact to inquire.

Security – If there is a security breach, despite efforts to protect information, it may be disclosed to third parties.

Reliability – Online services and software may not work as intended due to circumstances beyond Home and Community Care Support Services control.

Liability – Home and Community Care Support Services will not be liable for consequences from communication over the Internet or online services and software made available by Home and Community Care Support Services.

YOUR CONSENT – YOUR RIGHTS
You may withdraw or change your consent at any time by notifying your Home and Community Care Support Services Central West contact at 1-888-733-1177.