

VIRTUAL CONFERENCING - PROTECTING YOUR PRIVACY



To protect your privacy when participating in an audio or video meeting using a virtual conference solution over the internet, please review the following:

PLAN YOUR MEETING

Location – You'll want a place where you can exclude uninvited people from overhearing or looking in on your meeting. You may want to position your camera so that it does not show personal private things in your home

Other People – Arrange in advance with others who you want to attend the meeting. Make sure to let your LHIN contact know who these people are so they can send out introductory emails and invitations to the sessions

Availability – Arrange a time when you are available and let your LHIN contact know by phone if you need to change the date or time

Computer or Device Requirements – Check any computer or device requirements (Including compatible internet browsers) by visiting the vendor's website

Meeting Invitation – Respond to your meeting invitation promptly by clicking on the link in the email received. If you decide to decline, please phone your LHIN contact to make other rearrangements.

Privacy – Clinical staff may ask you sensitive information about your health. If you do not want certain matters discussed on the call around others that may be on the call, make sure to let your clinical staff know ahead of time

RISKS WITH VIRTUAL CONFERENCING

I understand and accept that, although the LHIN does its best to protect my information, there are risks associated with using the online services and associated software and communication tools over the Internet that are beyond the control of the LHIN. These risks include, but are not limited to, the following:

- **Privacy and Security** of the communication cannot be guaranteed
- **Access to Information** – Employers and online services may have a legal right to inspect and retain copies of information that passes through their systems; copies of information may continue to exist even after reasonable efforts to delete them have been made
- **Information Integrity**
 - Someone with access to my information and email account may try to impersonate and communicate with the LHIN, and the LHIN may not detect that
 - I may receive communication that appear to be from the LHIN, but it is not. If I suspect this is the case, I'll need to confirm such communications with my case manager or by any other available means
- **Security** – Despite efforts to protect my information, it may be disclosed to third parties or the public if there is a security breach
- **Reliability** – The online services and software made available may not work as intended due to circumstances beyond the LHINs control for example:
 - Your session may be cut short or interrupted
 - The quality of the video or audio may not be good enough for your health care provider to assist you virtually or could negatively impact the quality of care you receive

WORKING WITH THE LHIN

- The LHIN or any of its staff may stop engaging in communication at any time for their own reason
- **Timing**
 - If immediate attention is needed, I must not rely on this online service and communication. Instead, I will seek emergency services as needed or other steps as appropriate
 - The LHIN cannot guarantee a timely response. If you feel there is an undue delay, it is your responsibility to follow-up
- **Collecting Information** – The LHIN may use the information provided during this type of communication to share to its staff for a variety of purposes – including updating your health record or to assist in providing care
- **Up to Date Information** – If my contact information changes (such as email), I shall promptly inform my LHIN correspondents
- **Recording Visits** – We will not be making a recording of the virtual visit. We ask that you do not record the visit either
- **Pictures** – We may ask to take pictures if necessary to treat you – we will tell you before we take any photograph
- **If I permit others to attend** my Internet-based communication with the LHIN, I shall ensure that they also accept the risks and rules I have accepted here

YOUR RIGHTS

I am able to withdraw my consent at any time but I must do so by contacting all the LHIN correspondents and notifying them.