

# A Guide to Virtual Care Appointments

This information is prepared for patients and families.

A virtual care appointment or visit is just like a regular appointment only you will be seeing and talking to your Home and Community Care Support Services North East contact over the Internet on a device such as a computer, tablet, or smartphone.

To protect your privacy and ensure you are informed about your virtual appointment, please review this information.

## PLANNING FOR YOUR MEETING

**AVAILABILITY** – Pick a date and time when you know that you are available. Give this to your contact who will schedule the virtual appointment. If you need to reschedule the appointment, notify your contact as soon as possible.

**OTHER PEOPLE** – Tell your contact before the virtual appointment if you want a family member or friend to be invited to your virtual visit. Give the name, email address, and phone number of these individuals to your contact so they may add them to the virtual appointment invitation.

**PRIVACY** – Choose a quiet and private place for the virtual appointment. If you do not want to share some of your personal information during the virtual visit, please let your contact know before the virtual appointment.

**VIRTUAL APPOINTMENT INVITATION** – Let your contact know by phone or email, as much in advance as possible if you need to change the date/time of your virtual appointment. Have the phone number or your contact handy at the time of your appointment.

## ON THE DAY OF YOUR VIRTUAL VISIT

**LOCATION** – Identify a quiet and private place for your virtual appointment that prevents uninvited individuals from overhearing or seeing your visits.



## COMPUTER REQUIREMENTS

1. Computer/laptop, tablet or smartphone – with camera, speakers and microphone
2. Internet connection that is strong and secure
3. Email address
4. Internet Browser – If you are using a recent version of Google Chrome or Microsoft Edge, it will work. Other browsers may also work.

## MINIMAL TECHNICAL REQUIREMENTS:

If joining your appointment by OTN eVisit you must meet one of the following requirements based on the type of technology or device you use:

- Personal computer with Windows 10+  
Mac with OS x 10.11+
- iPad/iPhone with iOS 10+ and **Pexip Infinity Connect App**
- Android tablet/cell phone version 7+ and **Pexip Infinity Connect App**

You may want to position your computer camera so it does not show personal or private things in your home.

**JOINING THE VIRTUAL APPOINTMENT** – follow the instructions on how to join the Microsoft Team meeting or if joining by OTN eVisit, follow the instructions as outlined in the meeting invite. Please note that all participants will be asked to identify and introduce themselves at the beginning of the appointment.

## TECHNICAL – IF YOU EXPERIENCE TECHNICAL DIFFICULTIES:

- Have the phone number of your contact nearby to call them if necessary.
- You may use the Chat feature to ask your contact for technical assistance during the meeting.
- Do not use Chat to share personal information or discuss your care.

## OTHER IMPORTANT INFORMATION

**EMERGENCIES** – Do not use virtual visits for medical emergencies or time sensitive matters.

**EMAIL ADDRESS** – Tell your contact if your email address changes.

**INVITING OTHERS** – If you allow others to attend your virtual visit, feel free to share the Home and Community Care Support Services North East Terms and Conditions.

**CONSENT** - Virtual Appointments

You may withdraw or change your consent for email or virtual appointments at any time by notifying your contact.

If joining your appointment by Microsoft Teams (MS Teams) you must meet one of the following requirements based on the type of technology or device you use:

- Personal computer with Windows 10+
- Mac with OS x 10.11+
- iPad/iPhone with iOS 10+ and MS Teams App
- Android tablet/cell phone version 9+ and MS Teams App

## COMPUTER SECURITY

Make sure, to the best of your ability, that your computer has good security. Here are important tips:

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

