



Telepractice Information Sheet

Telepractice refers to the use of video or audio technology communications to provide health care services remotely in real time.

Information related to the service:

- Video and audio technology is used so participants can see and hear each other.
- Keep in mind that you may be asked for details of what is happening and your health history and these questions may be very personal and sensitive.
- Details of your virtual visit will be recorded in your health record just like in an in-person visit.
- A secure virtual visit link will be sent to a designated email address that has been identified to be used for this purpose.

Conditions of Use:

- Client must use a secure internet connection, not public or unsecured Wi-Fi.
- There will be no recording or taking of photographs of the virtual visit without your direct permission. It is asked that you also not record or photograph the visit.
- Children may be required to have adult support during the virtual appointment. The adult may be required to assist with adjusting the camera or volume settings of the device and/ or participate in part of the video with their child. This will be determined between the client, legal guardian and clinician.
- Participants will inform each other if any additional personnel are to be present, other than the clinician, individuals accompanying the client, and/or the individual (if present) who is assisting with the virtual appointment.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- It is important to be on time. If you need to cancel or change your appointment please notify your clinician by email/phone prior to the scheduled time.

There are some limits to virtual services:

- They are not appropriate for emergencies. If you are having an emergency please call 9-1-1.
- We may not be able to have a virtual visit with you if we need to touch you as part of the examination or intervention.

Privacy:

- We have taken appropriate steps to preserve your privacy, however, we cannot provide you with the same guarantee of security and confidentiality as if you were seen in person.
- If our staff are providing a virtual visit from home– they will also try to find a quiet place away from others in their household.
- The virtual platforms we use are:
 - A licensed Zoom account, or
 - Personal Computer Videoconferencing (PCVC) through the Ontario Telemedicine Network (OTN)

This technology complies with PHIPA, the Personal Health Information Protection Act.

Risks:

- It is possible there could be a problem with the technology and your session could be cut short or interrupted.
- The quality of the video or audio may not be good enough for a clinician to assist you virtually or could negatively impact the quality of the care you receive.

This information can be e-mailed to you if requested.