

# Video Visit Patient Guide

## Microsoft Windows Computers

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## Video Visit Etiquette

- **Ahead of your appointment, be sure that you can access your myHealthRecord account.** You will need to log in to your account to access your video visit.
  - Login at <https://www.wchchart.ca/MyChart/>
  - Sign-up at <https://www.wchchart.ca/Mychart/signup>
  - If you have questions or issues, email [myhealthrecord@wchospital.ca](mailto:myhealthrecord@wchospital.ca)
- **Have your health card or government-issued ID ready** to confirm your identity. Hospital policy requires that your provider asks you for two identifiers.
- **Plan to be in a private and safe location.** Choose a location where you won't be interrupted or overheard, and that has minimal background noise. Consider using a "do not disturb" sign. Ensure any guests you add to the visit do the same.
- **Plan to have a reliable Internet connection.** A strong Wi-Fi connection is ideal. If using a cellular data connection, keep in mind the amount of data you may be using.
- **Be aware of the lighting.** Do not have your back to a light source, like a window or lamp, as this will prevent your provider from seeing you clearly.
- **Ensure you have the appropriate device.** You will need a desktop, laptop, tablet, or smartphone with:
  - a front-facing camera
  - speakers or headphones
  - a microphone
- **Check your audio and video.** You can access your video visit waiting room up to 30 minutes before the start time of your appointment. Use this opportunity to complete your eCheck-in, and to launch your visit and verify your audio and video settings.
  - If you are using headphones, be sure to check the audio output in the audio settings.
  - If your headphones have a built-in microphone, be sure to check the audio input in audio settings.
- **Be mindful of your microphone.** When you first start the video visit, always assume that your microphone is already turned on so that your provider can hear your surroundings, and use the mute function when necessary.
- **Express yourself as you would normally.** For voice, speak normally and consider confirming at the beginning of the visit if your provider can hear you clearly.

- **Be aware of any malware or viruses on your device** and ensure that your device has the most recent software updates and security patches. Check with your device or software provider for details.

## Prepare for your Video Visit

Video Visit Preparation Check-List:

- ✓ [Signed up](#) for myHealthRecord
- ✓ Completed myHealthRecord Appointment eCheck-In
- ✓ Tested video connectivity

### Using a Computer Desktop

Log-in to myHealthRecord using an internet browser. **Google Chrome is the suggested internet browser for video visits.** It is recommended that users have the latest version of the internet browser installed.



Make sure you have a webcam set up to use for the video visit. This can be a webcam that is a part of a desktop computer, laptop, or a separate USB webcam.

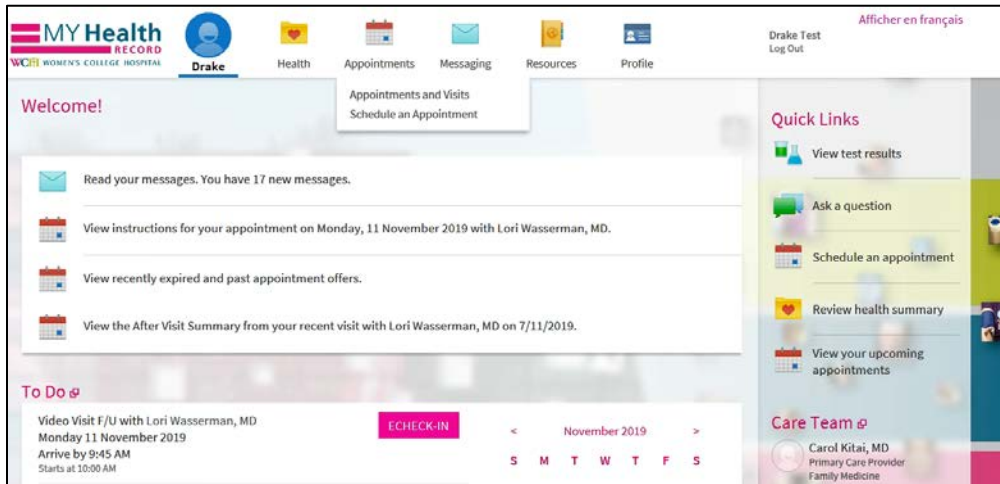
# Video Visit eCheck-In

eCheck-in is a **mandatory** process and becomes available **2 days prior to your video visit**.

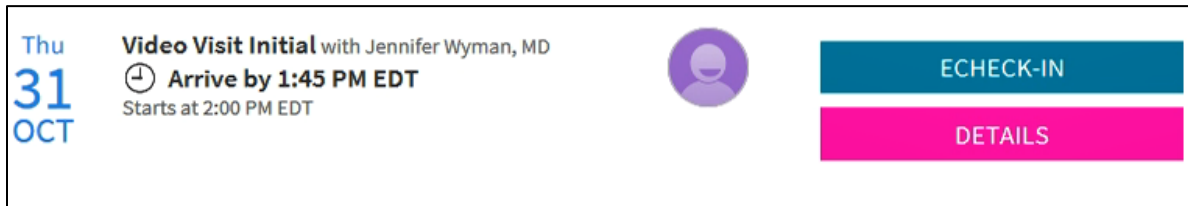


Please note that you cannot launch your video visit until you have completed the eCheck-in.

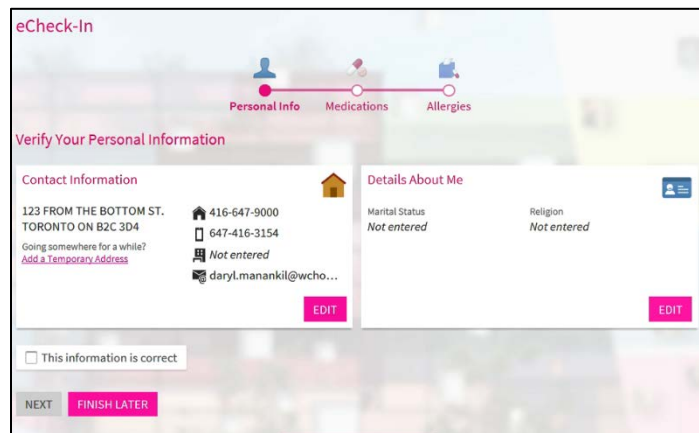
1. Log-in to **myHealthRecord**.
2. Go to **Appointments > Appointments and Visits**.



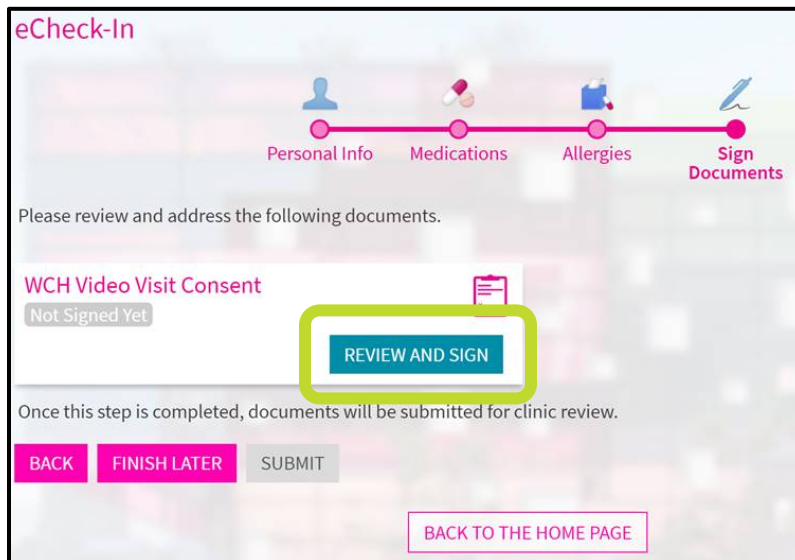
3. Locate the video visit and start the eCheck-in process by clicking on the **ECHECK-IN** button for that appointment.



4. Update and verify your personal **demographic information, medications and, allergies.**



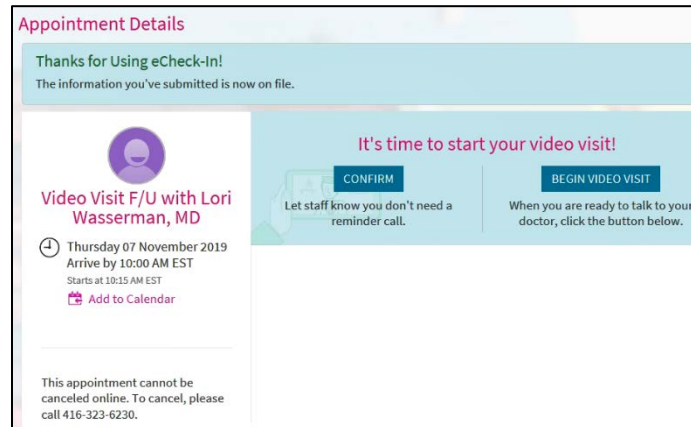
5. On the **Sign Documents** screen, click **Review and Sign** to review the risks and benefits of video visits, and the consent to have care conducted by video. Click **Click to Sign** if you consent. If you would rather not consent, click "Cancel" and call your provider or clinic.



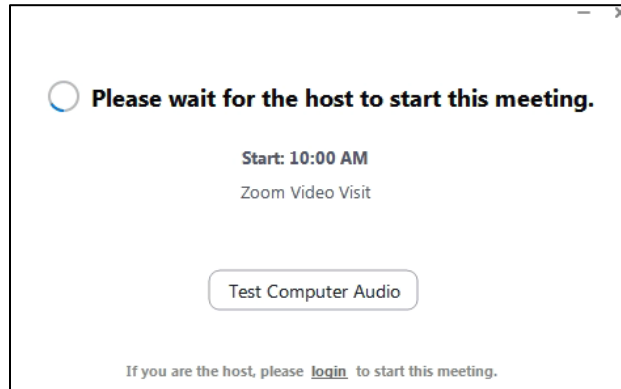
# Test your hardware for your video visit

You can **test your hardware up to 30 minutes before your appointment begins.**

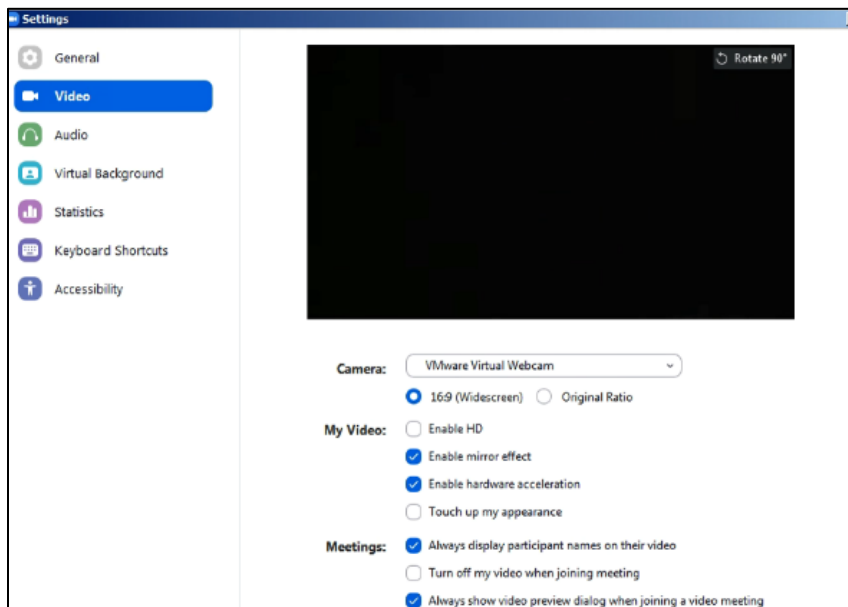
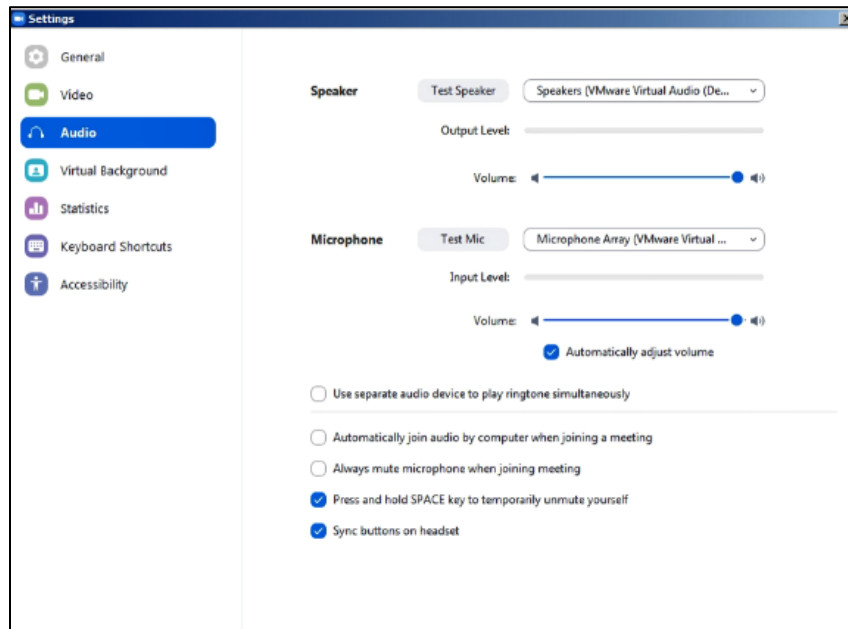
1. Click **Begin Video Visit.**



2. This will launch Zoom in a separate window.
3. Click the **Test Computer Audio** button. Note that you **do not** need to login.



4. In the **Settings** window, test your **Audio** and **Video**.



For a higher quality resolution for your video visit, click the **Enable HD** checkbox.

Testing your hardware will confirm that the following is supported and connected properly:

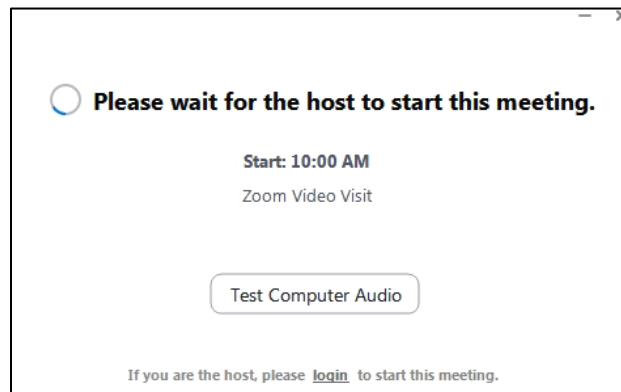
- **Camera**
- **Microphone**
- **Speakers**

## Connect to the video visit



\*If your provider has not joined the video visit after 10 minutes past the scheduled start time of your appointment, please contact the clinic. (Hospital general intake line: 416-323-6400)

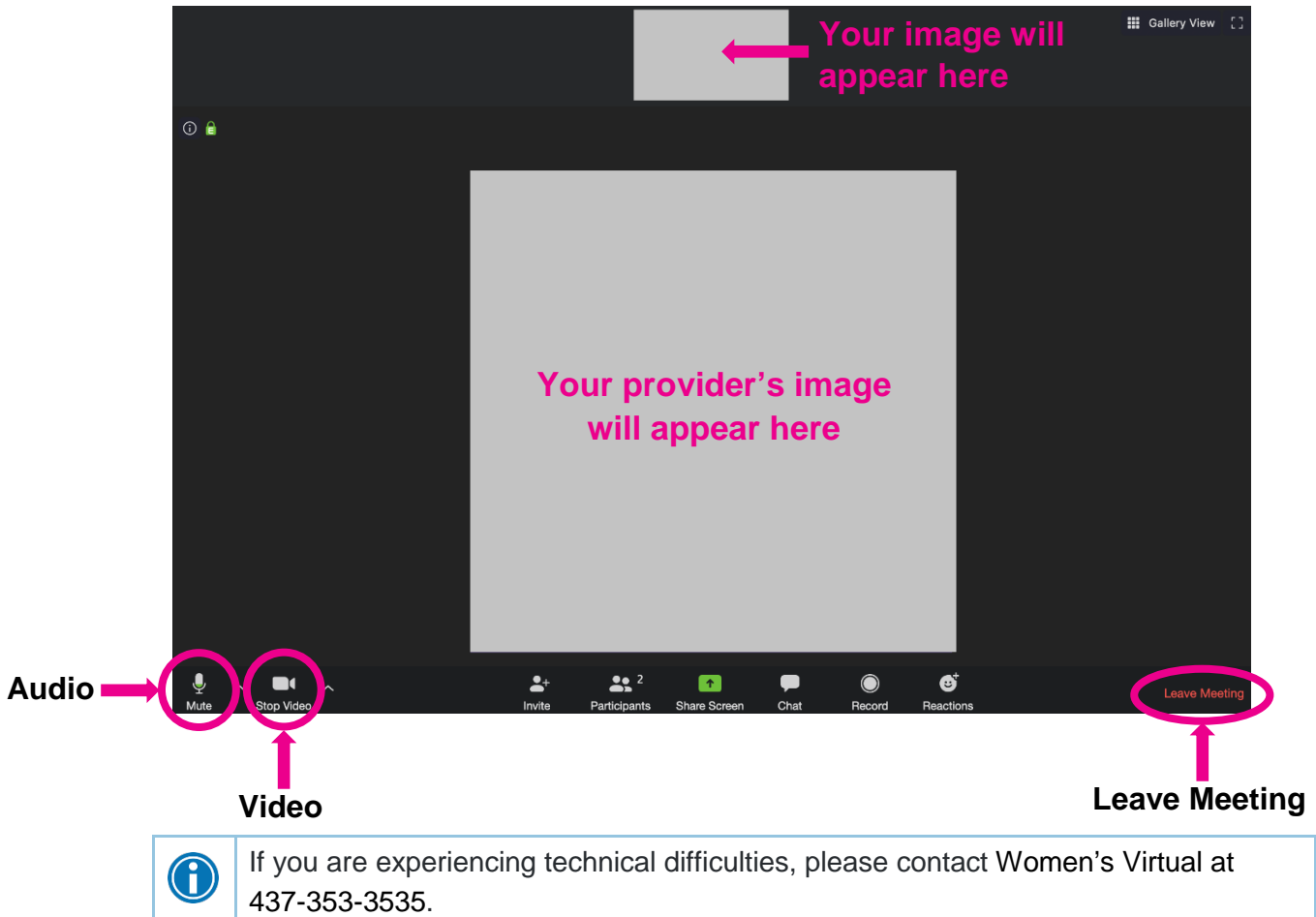
1. After testing your audio and video, **exit the settings window**.
2. After you connect to the video visit, you might need to **wait for your doctor to connect**.



3. Once the meeting begins, please enter your name and click **Join** or **Join Meeting**, if prompted.
4. A pop-up message prompting you to join audio may appear. Click **Join with Computer Audio** or **Join Audio by Computer** to continue. If you would like to mute yourself, click **Mute** in the bottom left corner of the screen.
5. If your camera does not automatically start showing your face, click **Start Video** in the bottom left corner.



6. To disconnect from the video visit, click **Leave Meeting** at the bottom right hand corner.



## Sharing a Video Visit



**Protect your privacy:** Anyone to whom you provide the link and password to your visit will be able to join.

- Only share the link and password to your video visit with trusted individuals whom you are comfortable having as part of the visit.
- Only send the link through a method where you are sure that they are the only the person who will receive it.

**In order to have a third party join your video visit (e.g., a partner, spouse, family member, etc.), you are able to share a link and password after you have started your visit.**

Note: To maximize your privacy, it may be best to have anyone whom you wish to have join you for your visit in the same physical location as you. Only use this link and password-sharing method if you and the person you would like to invite cannot be in the same location.

1. Once you have launched your video visit, click the round “i” icon in the upper left corner of the video window. This will display the sharing menu.
2. Copy & paste the text of the URL (link) and share it securely with whomever you would like to join the visit.
  - They will follow this link to launch the video visit from a web browser.



Repeatedly check and verify the email address you are providing any information to prior to sending. Confirm with the provider that the correct person has joined the visit.

3. Copy & paste the text of the video password and share it securely with whomever you would like to join the visit.
  - After launching the video, they will be prompted to enter the password to be granted access to the visit.

# Protecting the Privacy of your Personal Health Information

WCH knows that your personal health information is important to you and must be protected. Personal health information is any information that can identify you and link you to healthcare services you receive.

WCH uses your personal health information to arrange and send you information about your telemedicine appointment, just like we would do when making an in person face-to-face appointment.

Zoom Video Communications is the company WCH has decided to use to conduct video visits, and the technology is integrated with our electronic medical record system. No personal health information is stored with Zoom, but your health information may be securely transmitted between WCH and Zoom on WCH's behalf.

When using telemedicine at WCH, you give permission to your healthcare provider to submit a claim that contains some of your personal health information to the Ontario Telemedicine Network (OTN) so your doctor can be paid by the Ontario Health Insurance Plan (OHIP). OTN is doing billing services on WCH's behalf.

WCH takes steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. These steps include:

- privacy and security-trained staff
- encryption technologies
- locked offices, drawers and filing cabinets
- firewalls
- user IDs and passwords

You can withdraw your permission to use video visits at any time before or even during your telemedicine appointment.

To access your record, request corrections to your records or withdraw your consent to share information with other healthcare providers, contact Health Information Management at 416-323-6098.

For more information on how we handle your information and your privacy choices or to raise a concern, contact our Privacy Office:

**Privacy Office** – 76 Grenville St., Toronto, ON, M5S 1B2

**Phone:** 416-323-7702 **Email:** [privacy@wchospital.ca](mailto:privacy@wchospital.ca)

[www.womenscollegehospital.ca/privacy](http://www.womenscollegehospital.ca/privacy)