

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
- **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.



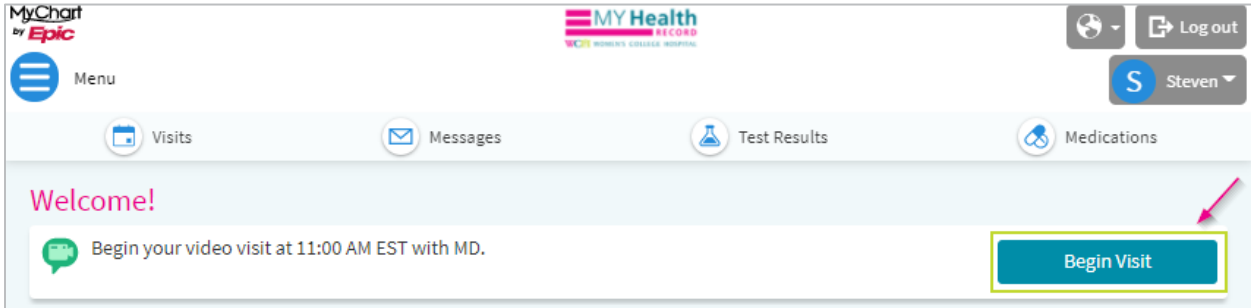
Make sure you have a webcam set up to use for the video visit. This can be a webcam that is a part of a desktop computer, laptop, or a separate USB webcam.

Video Visit eCheck-In

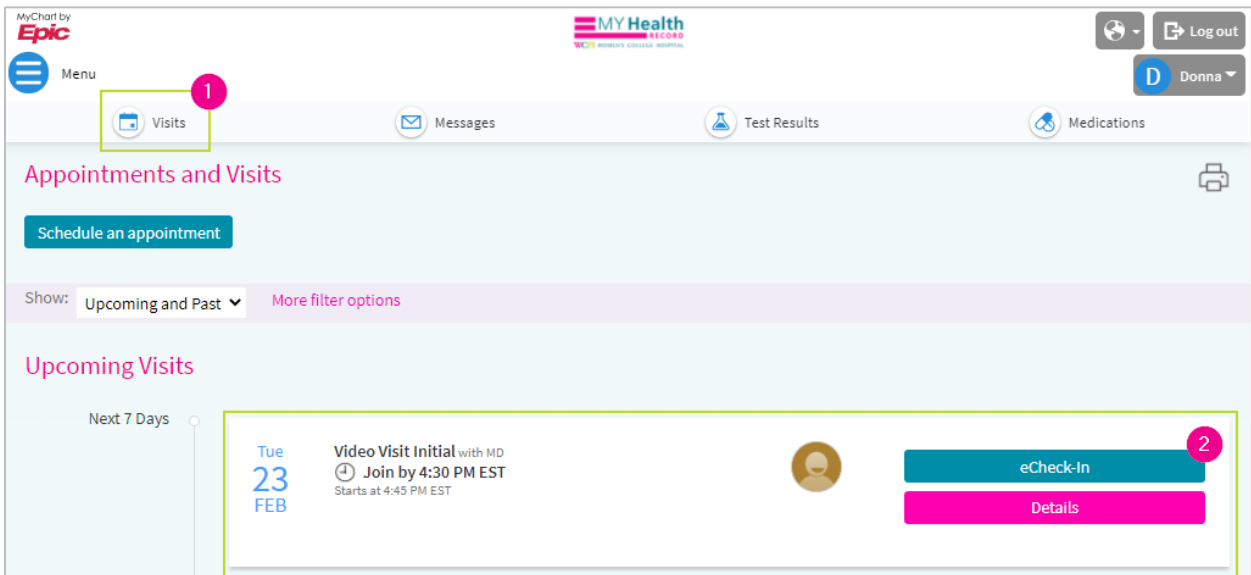
eCheck-in is a **mandatory** process and becomes available **2 or 7 days prior to your video visit**.

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

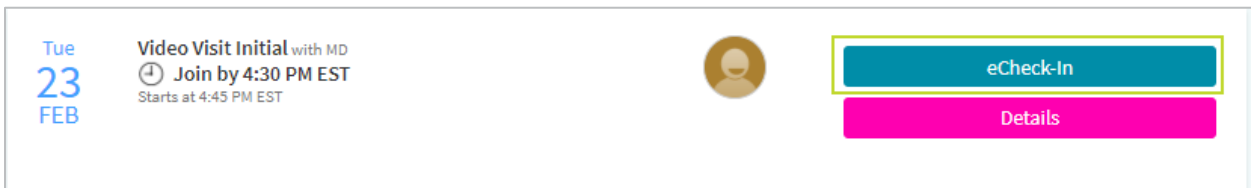
1. Log-in to **myHealthRecord** at www.wchchart.ca
2. You may see a video visit notification on the home screen. Click **Begin Visit**.



3. Or go to the **Visits** icon.



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



5. Update and verify your personal **demographic information, medications and allergies**. Select the **Edit** button to make any changes. Check the box beside **This information is correct** for each section and click **Next**. Finally, click on **Submit** if prompted.

eCheck-In

Personal Info Medications Allergies

Verify Your Personal Information

Contact Information

76 Grenville street
Toronto ON M5S 1B2
Going somewhere for a while?
[Add a temporary address](#)

416-323-6400
416-416-4167
Work phone not entered
myhealthrecord@wc...

Edit

Details About Me

Marital Status
Not entered

Religion
Not entered

Edit

This information is correct *

Next Finish later

6. On the **Sign Documents** screen, click **Review and Sign** to review the risks and benefits of video visits, and to consent to have care conducted by video.

eCheck-In

Personal Info Medications Allergies Sign Documents

Please review and address the following documents.

WCH Video Visit Consent


Not Signed Yet

Review and sign

Once this step is completed, documents will be submitted for clinic review.

Back Finish later Submit


7. Click inside of the “**Click to Sign**” box if you consent. It will automatically fill in your name. Press the **Continue** button. If you would rather not consent, click “Cancel” and call your provider or clinic.

WCH Video Visit Consent 

This form is to confirm that you are familiar with the risks and benefits of video visits:

1. Videoconferencing may be used to communicate potentially sensitive personal health information.
2. Just like any other online technology, there is always a risk that security protocols fail and a privacy breach may happen.
3. Zoom is the technology that is used for the video visit and it is integrated with WCH's 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.
4. There may be potential delays in evaluation and treatment if the equipment and systems are not functioning as they should.
5. During a virtual visit, the doctor may decide that an in-person appointment is required for a clinical examination or may direct you to visit your nearest hospital for urgent care.
6. You may change your mind any time about using video visits and this would not affect your care or treatment.

If you are ok with all of the above, sign below and click “continue”. If you are not ok with any of the above, please click “cancel” and contact your provider or clinic.



Test your hardware for your video visit

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

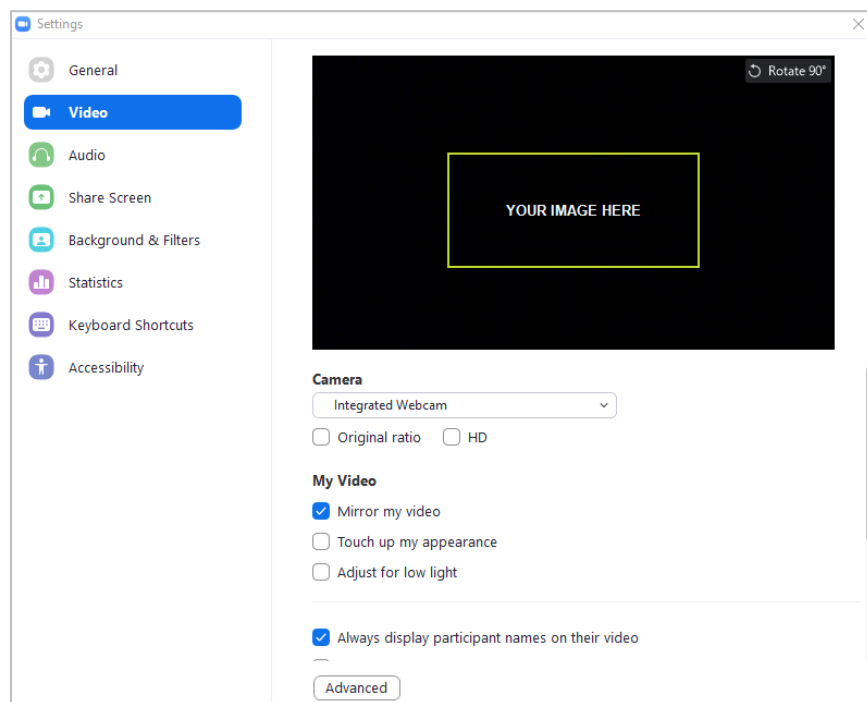
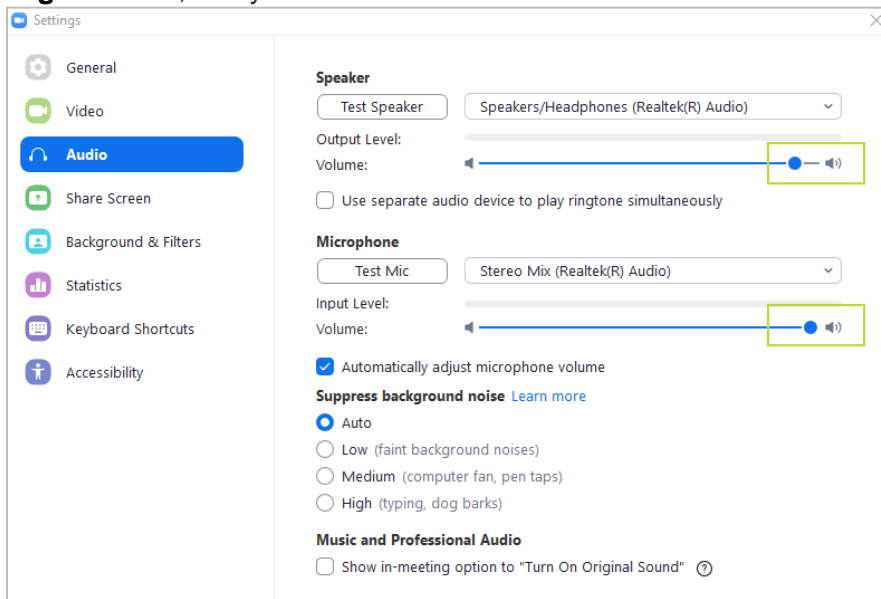
1. Click on **Confirm**. Then, click the **Begin Video Visit** button.

The screenshot shows the 'Appointment Details' page. At the top, it says 'Thanks for using eCheck-In! The information you've submitted is now on file.' Below this, there's a section for 'Video Visit Initial with MD' scheduled for Thursday 25 February 2021 at 1:00 AM EST. There are two main buttons: 'Confirm' (labeled with a red '1') and 'Begin video visit' (labeled with a red '2'). The 'Confirm' button has a tooltip that says 'Let staff know you don't need a reminder call.' The 'Begin video visit' button has a tooltip that says 'You cannot join the video visit at this time.' Below the buttons, there are 'Visit Instructions' which include a link to 'https://www.womenscollegehospital.ca/care-programs/video-visit-instructions' and a 'View full instructions' button.

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

The screenshot shows a Zoom meeting waiting screen. It features a large blue circle with a white dot inside, followed by the text 'Please wait for the host to start this meeting.' Below this, it displays 'Start: 4:42 PM' and 'Zoom Video Visit'. At the bottom, there is a button labeled 'Test Computer Audio'. At the very bottom, it says 'If you are the host, please [login](#) to start this meeting.'

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:

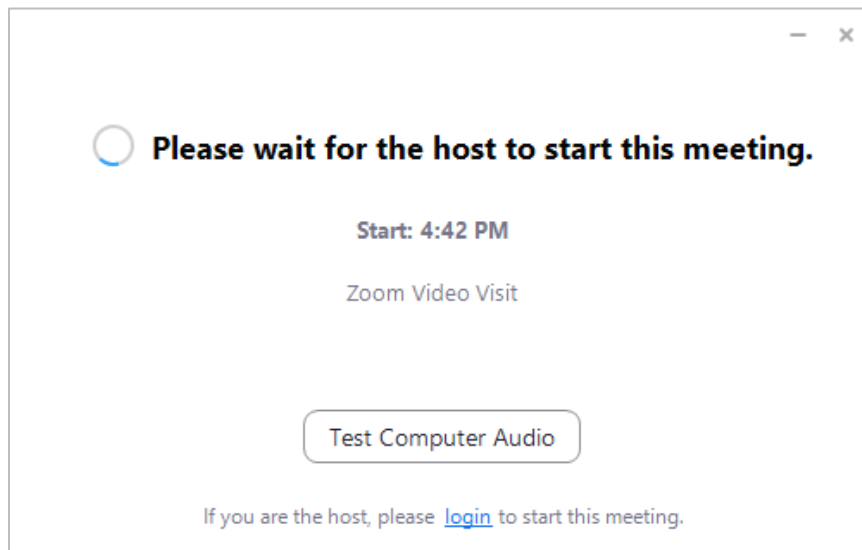
- **Camera**
- **Microphone**
- **Speakers**

Connect to the video visit



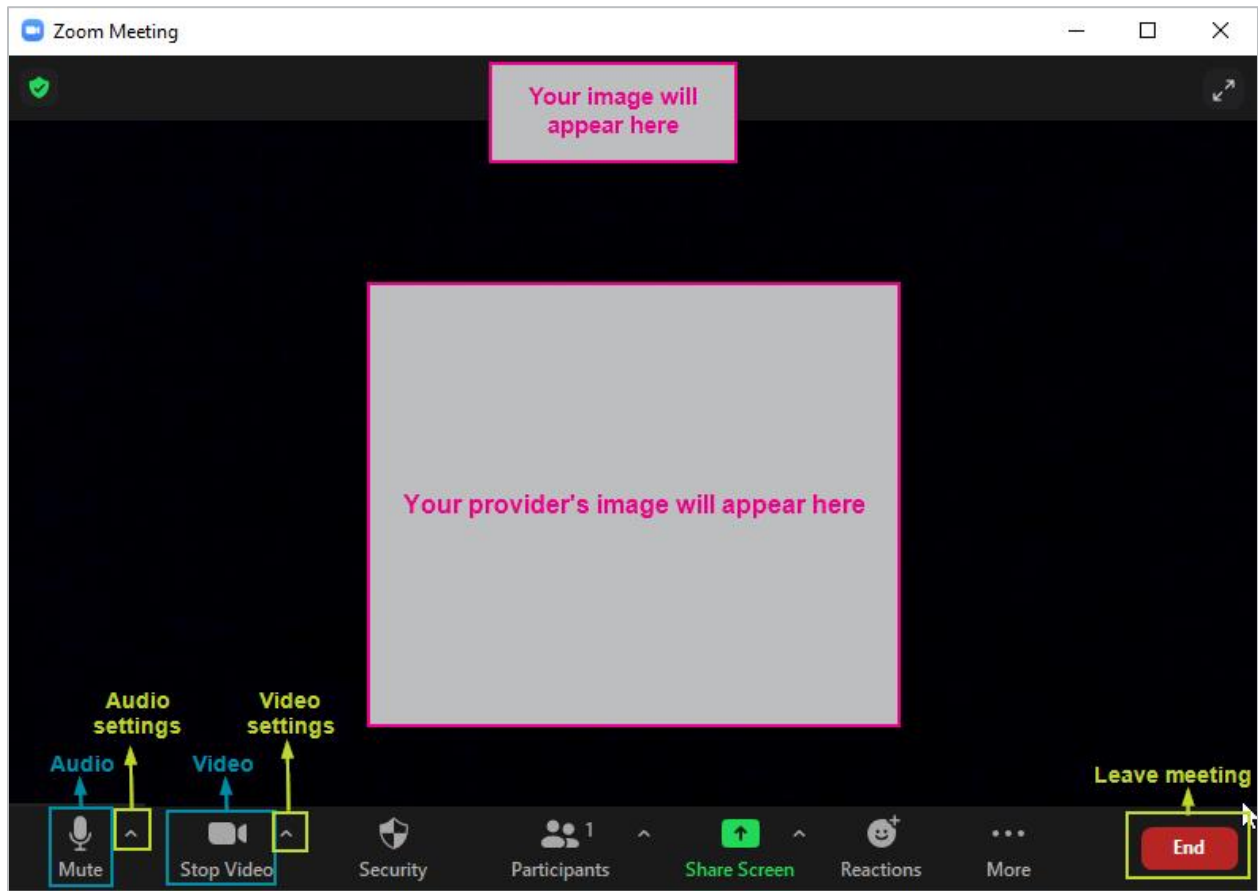
*If your provider has not joined the video visit after 20 minutes past the scheduled start time of your appointment, please contact the clinic. (Hospital general intake line: 416-323-6400)

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.



If you are experiencing technical difficulties, please contact myHealthRecord Support at 416-323-6205.

Sharing a Video Visit




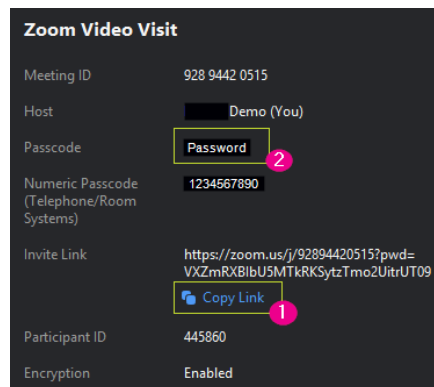
Protect your privacy: Anyone to whom you provide the link and password to your visit will be able to join.

- 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 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 **meeting information** icon  in the upper left corner of the video window. This will display the sharing menu.
2. Click on the **Copy Link** button to share the invite link securely with whomever you would like to join the visit by pasting it in a message to them.
 - 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. Also copy & paste the video **Passcode**.
 - 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

www.womenscollegehospital.ca/privacy