



Video Visit Patient Guide

iOS & iPadOS (iPhone & iPad)

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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.
- **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
- ✓ Download the MyChart App on your mobile device
- ✓ Downloaded the Zoom Cloud Meetings App on your mobile device
- ✓ Completed myHealthRecord Appointment eCheck-In through the MyChart app

Download the MyChart App and Zoom Cloud Meetings App

Make sure to download both the MyChart App and the Zoom Cloud Meetings App directly from your mobile device's App store, which are both free.



Video visits will not launch from a mobile browser on iPhone and iPad. This includes the default Safari web browser. Please make sure you download the apps above.

You are not required to log-in to a personal Zoom account to use the Zoom app for video visits at WCH.



Make sure your mobile device has a front-facing camera to use for the video visit.

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. Open the MyChart App on your mobile device and log-in using your myHealthRecord credentials.
 - i. The first time you open the MyChart app, you will be prompted to select Women's College Hospital from a list of organizations.
2. Go to **Appointments > Appointments and Visits**.
3. Locate the video visit appointment and start the eCheck-in process by tapping on the **ECHECK-IN** button for that appointment.
4. Follow the prompts to update and verify your personal **demographic information, medications, allergies**. You will also be asked to complete and digitally sign a **consent document**, confirming that you are aware of the risks of virtual care.

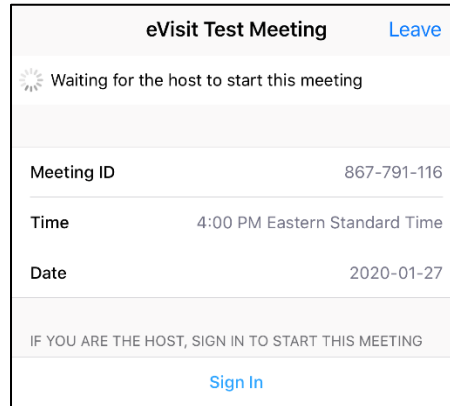
Connect to the Video Visit



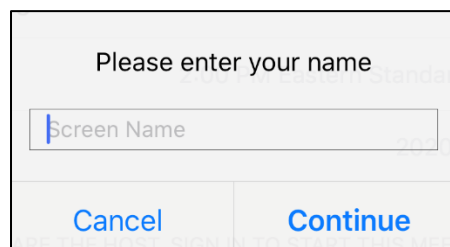
*If your provider has not joined the video visit after 10 minutes past the scheduled start time of your appointment, please contact the clinic. (Hospital general intake line: 416-323-6400)

1. After you have completed your eCheck-in, tap **Begin Video Visit**.
2. This will launch the Zoom App on your device. If your provider has not yet joined the appointment, you will be placed in a waiting room with the message **Waiting for the host to start this meeting** displayed at the top of your screen.

Note that you **do not** need to sign in, nor enter or change anything on this screen.

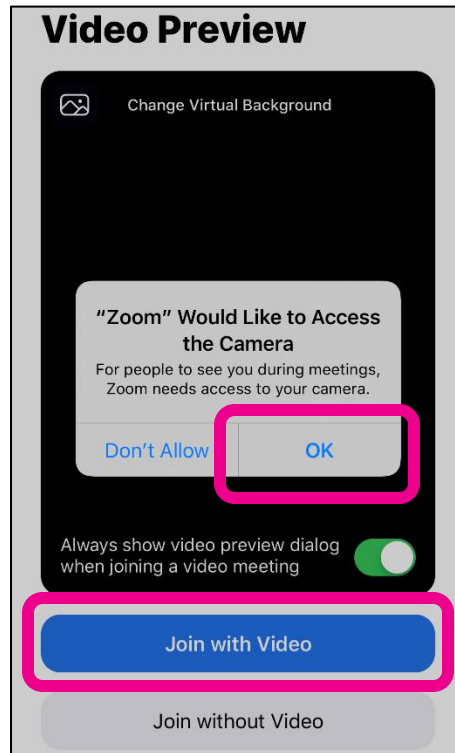


3. Enter your name when prompted by the **Please enter your name** pop-up message, then tap **Continue**.

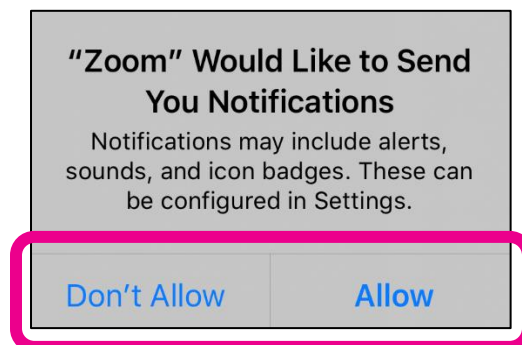


4. If the pop-up message “Zoom” Would Like to Access the Camera appears, tap **OK** to continue.

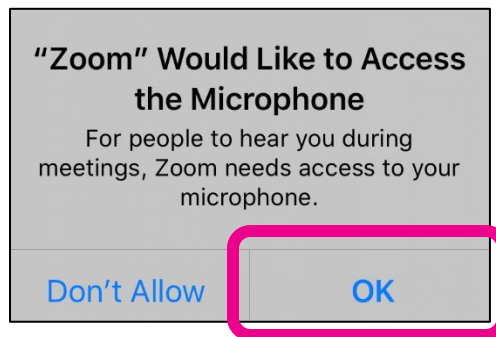
A screen titled **Video Preview** will then appear on your screen. Tap **Join with Video** so that your provider is able to see you.



5. If the pop-up message titled “Zoom” Would Like to Send You Notifications appears, tap **Allow** or **Don't Allow**, based on your personal preference.



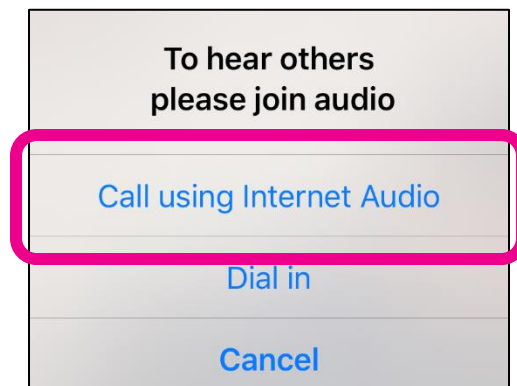
6. If the pop-up message **“Zoom” Would Like to Access the Microphone** appears, tap **OK** to continue.



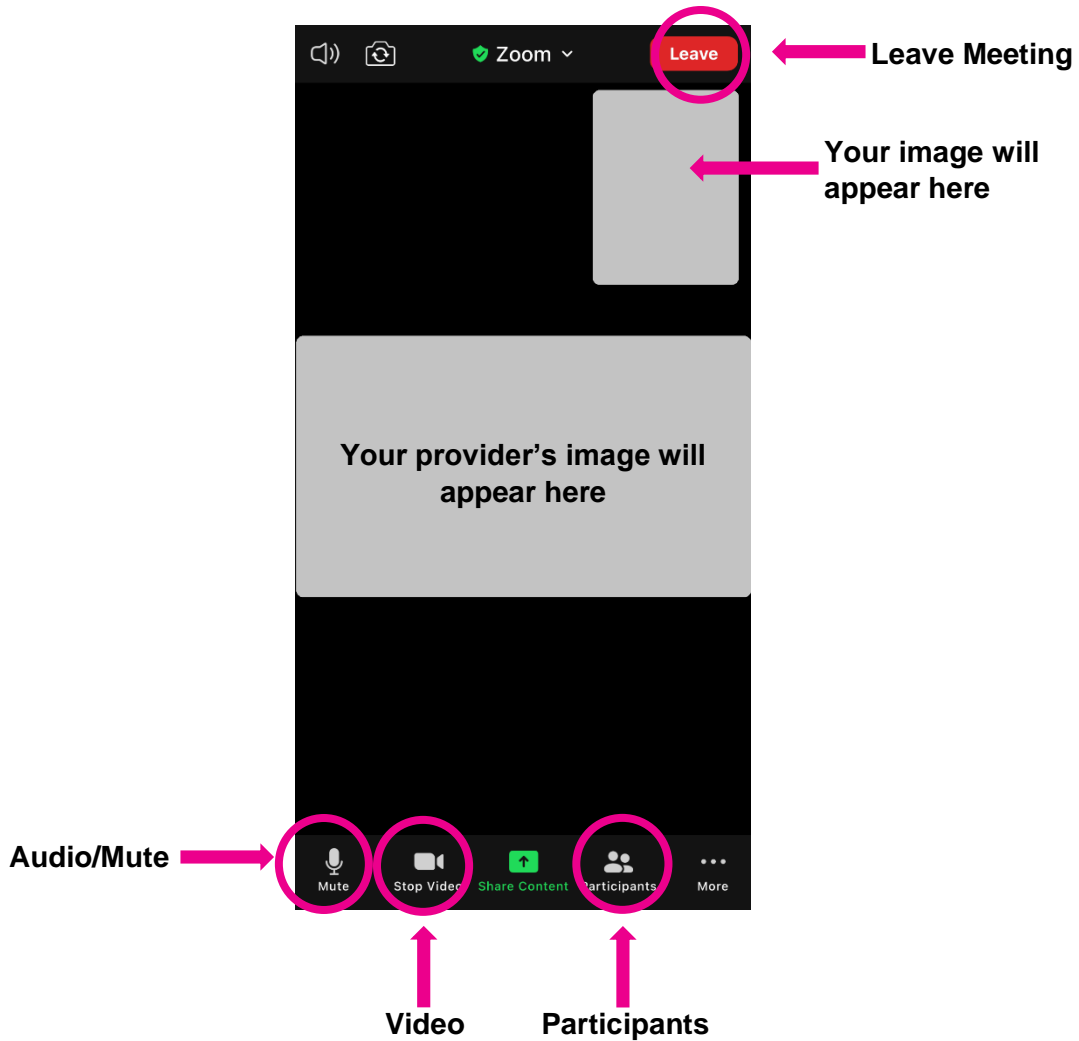
7. Once you are admitted to the appointment, a pop-up message titled **To hear others please join audio** will appear to prompt you to join audio.

Tap **Call using Internet Audio**.

If you wish to mute yourself at any time during your video visit, tap **Mute** in the bottom left corner of your screen.



8. To disconnect from the video visit, tap **Leave** in the top right corner of your screen.



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| | <p>By default, the on-screen menu will disappear. Tap the screen of your mobile device anywhere to bring them back.</p> |
| | <p>If you would to enlarge the view of your provider, rotate your phone such that it is in landscape mode (horizontal) in your hand. Ensure that the Orientation Lock in Settings on your mobile device is turned off. Refer to your mobile device's manual for help, if needed.</p> |
| | <p>If you are experiencing technical difficulties, please contact myHealthRecord Support at 416-323-6205</p> |

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, tap **Participants** at the bottom of your screen. This will display the list of participants currently attending the appointment.
2. Tap **Invite** at the bottom of your screen and then select a method to securely forward the invitation to whoever you would like to join the visit.



Repeatedly check and verify the contact information of the person you are providing any information to prior to sending. Confirm that the correct person has joined the visit by coming back to view present participants in the **Participant** tab.

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