

Welcome to Virtual Rehab Care

What is Virtual Care?

This is a convenient way for you to access rehabilitation from your home. Virtual Rehab can occur by telephone or through a video conference. During your virtual appointment, you can do many of the things that you would if you attended in person (eg. Set a goal, practice therapeutic exercises, monitor improvement).

How will I receive Rehabilitation?

A member of the therapy team will contact you by phone. We will make a rehabilitation plan with you based on your goals. This plan may include phone calls, video conferencing and/or in-person appointments.

Video Conferencing - What do I need?

- You need to have a personal computer (with webcam, speaker and microphone, or headset), laptop, iPad, Android tablet, iPhone or Android phone.
- You also need an internet connection and an email account.
- We recommend using Google Chrome Browser on your personal computer. For mobile devices, you may need to download and install an application prior to your visit.
- Information regarding the visit date, a link to the visit and the pre-download instructions are emailed to you prior to the appointment date.

Video Conferencing – Is my information secure?

- Your health information will be private.
- Our virtual care appointments are provided through technology from the Ontario Telemedicine Network (OTN) or through Microsoft Teams (MS Teams).
 - These programs are compliant with the Personal Health Information and Privacy Act (PHIPA).
 - The chat function within MS Teams **will not** be used by the hospital staff to provide or discuss your care. The chat function does not provide the same level of security as the video portion.
- We recommend that you use a personal email address and your own person devices.
- Please be aware that your home email address used to receive your visit invitation carries certain risks. Although no personal information is shared, the content of any personal email may be subject to review by third parties.
- OTN will have access to, and will use your IP address only to help the Ministry of Health and Longer-Term Care to estimate how many kilometers Ontarians like you can will save by using an eVisit, rather than travelling to our Centre. For more information please visit www.otn.ca

Can I decline virtual care?

Yes, you may decline any type of visit at any time. Please let your therapist know if you have concerns regarding virtual care.

A Virtual Care Guide for Clients

Step 1: Check that you have the correct equipment

- ✓ You will need a personal computer (with webcam, speaker and microphone, or headset), laptop, iPad, Android tablet, iPhone or Android phone.
- ✓ Ensure you have a good internet connection. You may need to stop competing applications such as video streaming services or gaming to improve your connection.

Here are some tips to make the most of your video appointment.

Step 2: Prepare for your video appointment

- Ask others on your home internet to stop using internet applications that might slow your connection
- Have your Health Card Number and health information close by
- Prepare a list of rehab goals or challenges that you want to discuss
- Set up in a quiet, private and well-lit room
- Try not to sit with a bright light behind you
- Connect your laptop or tablet to the internet
- Have a pen and paper ready to take notes
- Sit close to the camera so your head and shoulders are in view
- If there is someone with you, ensure both of you can be seen

A few minutes before your appointment, follow the connection instruction provided to you.

Step 3: During your video appointment

- Look directly at the screen
- Speak slowly
- Take turns speaking. This may mean pausing after speaking.
- If your call gets cut off and you are unable to reconnect, wait for a phone call from your therapist.
- If you need to move out of camera view, let your therapist know what you are doing
- Write down any advice or instructions
- Review your instructions with your therapist
- When you have completed your visit and said goodbye, disconnect the call.

Welcome to Virtual Rehab Care

Tips to Make Your Virtual Care Experience Secure

- Hotel Dieu Shaver Health and Rehabilitation Centre uses OTN eVisits and/or Microsoft Teams (MS Teams) because the technology is encrypted and secure. The chat function on MS Teams will not be used to share or discuss your care as it is not as secure as the video portion.
- Personal health information or sensitive information should not be included in e-mails, as it is not possible to completely secure the information.
- It is recommended that a personal e-mail address is used, rather than an employment e-mail as your employer MAY have a legal right to inspect and/ or retain electronic communications that pass through their system.
- Protect your home computer technology from Malware that could potentially damage or disrupt the computer, your network, and security settings.
- Always double-check the email address, or text/messenger contact that you are sending to so that your message gets to the correct individual
- If you have a change in your email address or contact information, be sure to notify a staff member to avoid disruption in your virtual care.
- Our staff will endeavor to review email communication in a timely manner, however, do not use email for time sensitive or emergency situations.
- If you need to cancel or change your Virtual Care appointment date/time, please contact us by telephone.