

## Using a Video Appointment to Communicate with your Health Care Provider

Dear Patient,

Providence Health Care (PHC) is working hard to provide patients with opportunities for a convenient and reliable virtual care experience through a video visit with their care provider, rather than traveling into the hospital. You have been selected as a good candidate for a video visit for your appointment. If you prefer to have an in-person visit, please let us so that we can arrange an in-person appointment for you instead.

To be successful in having a video visit, you will need to the following:

- ✓ Email
- ✓ Tablet, smart phone or computer
- ✓ Access to Wi-Fi or other internet data connection
- ✓ A private space for your conversation

If you do not have the above items, you may prefer to come into the office or hospital to meet with your healthcare provider in person.

In accordance with British Columbia's *Freedom of Information and Protection of Privacy Act*, we will collect your personal information, specifically your first and last name and email address, to confirm your identity and enable you to access virtual health visits. We may send you the registration invitations, appointment reminder notifications, and survey links to the email address you provided us. Please note that we will only send information to the personal email address you have provided to us. Your information, including the care you receive, is kept completely confidential.

Our intention is to improve your access to healthcare services through the use of technology, and improve your overall healthcare experience. However, we recognize that with the use of new technologies, things may not always go as planned. As a result, we encourage you to advise us of any issues you may encounter or how we can assist you further because we are committed to ensuring your experience with the virtual health visit is seamless and positive.

There are some common risks involved with having a video visit. Please see the next page for some of the things that you should be aware of to avoid potential problems.

## Using a Video Appointment to Communicate with your Health Care Provider

Providence Health Care (PHC) staff and physicians are committed to making care easy for you while protecting your privacy. We are using a video communication tool called Zoom, which can come with some common risks or limitations that you should be aware of.

### What you need to know:

- By participating in the video visit, you are also agreeing to the collection of your personal information by Zoom. Zoom collects personal information, such as your first name, last name, email address as well as your device, network and internet connection (for example, IP address) in order to provide their services. Zoom processes and stores this information on its servers in the United States as well as its worldwide affiliates. We encourage you to review Zoom's privacy policy to learn more about how Zoom collects, uses and discloses personal information. Please visit [www.zoom.us/privacy](https://www.zoom.us/privacy). Please also note that PHC has no control over and takes no responsibility for the information that you provide to Zoom to register for their service.
- Sometimes, a video appointment is not appropriate for care. We will only offer this type of visit if we believe that it is a good option for you.
- You do not have to have a video appointment. If you prefer to meet in person, let us know.
- Sometimes technology does not work, and there can be unexpected problems. We will do everything in our power to minimize any issues with technology.
- If for any reason the Zoom service does not work, your team will arrange an alternative appointment.
- Your care team will inform you if any other person(s) can hear or see any part of the conversation before the session begins.
- For your video appointment, you will need suitable Wi-Fi or other internet access. PHC cannot cover any data service costs associated with video appointments. Wi-Fi networks in public spaces (e.g. coffee shops) may not have secure connections so we recommend that you use your home internet network or a secure alternative.
- Although security measures, such as encryption, are used to safeguard Zoom communications, PHC cannot guarantee the security of the information you send over the internet using Zoom.
- Like other mobile applications, the Zoom application requires permissions to access content on your phone to function. For example, permission to access the camera and microphone enables users to have the video appointment.

### Contact Information:

If you have any questions or concerns about your appointment or would prefer to book an in person visit, please inform us when we call you to book your appointment.

If you have questions regarding privacy or security, please contact the PHC Information Access and Privacy Office at: [privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)