

Dear Patient,

Vancouver Coastal Health (VCH) is working hard to provide patients with opportunities to have convenient and reliable access to healthcare services.

We have heard from many patients that they would prefer to have 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. Please let us know if you prefer to have an in-person hospital visit.

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

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

If you do not have this equipment, you may prefer to come into an office or hospital to meet with your healthcare provider.

In accordance with the Freedom of Information and Protection of Privacy Act, we will collect the personal information 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 to us. We will only send information to the personal webmail address which you have provided to us. All of the information which you provide to us, including information about the care you receive, will be kept completely confidential.

Our intention is to improve your access to healthcare services through the use of technology, and improve your overall healthcare experience. We realize that with the use of new technologies, things may not always go to plan. We are committed to assisting you through this process.

There are some small risks involved with having a video visit. Please see the next page for some of the things that could be a challenge. If you would like more information regarding privacy/security, it can be provided on request.

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.

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

Vancouver Coastal Health (VCH) staff and physicians are committed to making care easy for you while protecting your privacy. We are using video appointment technology including Zoom and Facetime, which can come with some risks or limitations

### What you need to know:

- We want the technology to be successful and simple to use. If it's not, please let us know.
- Sometimes, a video appointment isn't appropriate for care. We will only offer this type of visit if we think 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 could be unexpected problems. We will do everything in our power to minimize a problem with technology.
- If for any reason the technology does not work, your team will arrange an alternative appointment.
- All the rules that apply to the practice of medicine in the province of BC apply to the use of technology and video appointments (e.g. documentation in the health record).
- 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 network access. VCH cannot cover any data service costs associated with video appointments. Wi-Fi networks in public spaces (e.g. coffee shops) may be unsecure.
- Although security measures such as encryption is used to safeguard communications, "perfect security" does not exist on the internet and VCH cannot guarantee the security of the information you share over the internet.
- 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

We welcome your comments and questions regarding video appointments between patients and VCH care providers. If you have questions regarding privacy or security, please contact us at the following:

[VCH Information Privacy Office](#)

Email: [privacy@vch.ca](mailto:privacy@vch.ca)

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Phone: (604) 875-5568