

Using a Video Appointment to Communicate with your Health Care Provider

Providence Health Care (PHC) is working hard to provide patients/clients with opportunities to have convenient and reliable access to healthcare services. We have determined that you are a good candidate for a video visit for your appointment. If you prefer to have a telephone or an in-person visit, please let us know.

To have a video visit, you will need to have email, a tablet, smart phone or computer, access to Wi-Fi or other internet data connection, and a private space for your conversation. 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.

In accordance with British Columbia's Freedom of Information and Protection of Privacy Act, we will collect your personal information, such as 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 invitation, appointment reminder notifications, and survey links to the email address or phone number you provide to us. Your information, including the care you receive, is kept confidential.

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 technology does not work, and there can be unexpected problems. We will do everything in our power to minimize any issues with technology.
 - You are responsible for the security of your own computer/tablet/device, email service and WiFi.
 - Although security measures, such as encryption, may be used to safeguard communications, PHC cannot guarantee the security of the information you share over the internet.
 - Like other mobile applications, telehealth applications require permissions to access content on your phone or computer to function. For example, permission to access the camera and microphone enables users to have the video appointment. These applications may also collect personal information such as your first name, last name, email address as well as your device and internet connection (e.g. IP address) in order to provide their services.
 - Your data may be stored and / or accessed outside of Canada.
 - Your care team will inform you if any other person(s) can hear or see any part of the conversation before the session begins.
 - Your clinician will verify your identity by asking for two types of identification, such as your name, birthdate, address, and/or health card number before proceeding with the virtual visit.
 - All the rules and regulations which apply to the practice of medicine in the province of BC apply to video conferencing (e.g. documentation in your health record).
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Contact Information:

We welcome your comments and questions regarding video conferencing between patients and care providers: virtualvisits@providencehealth.bc.ca

If you have questions about privacy or security, contact us at privacy@providencehealth.bc.ca