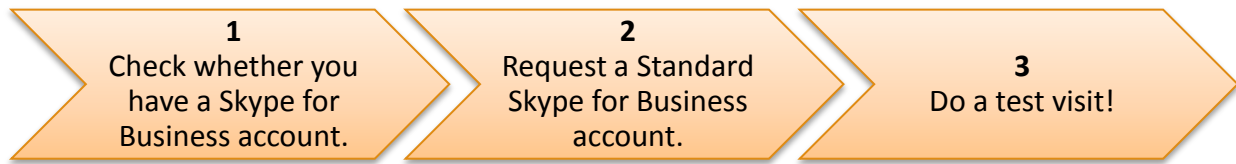



Guide for Clinics Planning to Offer Virtual Visits via Skype for Business



1. Check whether you have a Skype for Business account.

- a) Click the Windows icon  on your task bar.
- b) In the search bar, type “Skype for Business”.
- c) Try logging into Skype for Business with the same username and password you use to log into Providence Health Care computers.
- d) If this does not work, move to step #2 below. To expedite the creation of your account, call the Providence Health Care Service Desk at 604-806-9333.

2. Request a Standard Skype for Business account.

Everyone who will conduct or schedule virtual visits needs a Skype for Business account.

- a) Open your web browser and go to <http://tsrequest.phsa.ca/FormEntry.aspx?id=143>.
- b) Complete the requester information and click “Continue”.
- c) Complete the Skype for Business form. Be sure to request a “Standard” account, not a “Basic” account.
 - i. New account: select “Skype for Business STANDARD – NEW ACCOUNT” (see below).
 - ii. Upgrade from basic account: select “Skype for Business STANDARD – MODIFY ACCOUNT”.
- d) Click “Finish and Submit”. Turnaround time for the issuing of a new account is up to 10 business days.

3. Do a test visit!

- a) Review the Skype for Business Guidelines on the next page.
- b) Find a buddy in your office to participate in a test visit.
- c) Follow the instructions in the file called Conducting Virtual Visits via Skype for Business.
- d) If you run into any trouble, call the Providence Health Care Service Desk at 604-806-9333 or click the links below while you are on a Providence Health Care, Vancouver Coastal Health or Provincial Health Services Authority network:
 - [Click here for information about audio and video setup](#)
 - [Click for information about using Skype for Business on iOS](#)
 - [Click here for information about using Skype for Business on Android](#)

Skype for Business Clinical Use Guidelines

Site Applicability – These guidelines apply to all sites under the authority of Providence Health Care (PHC) and Vancouver Coastal Health (VCH).

Practice Level – These guidelines apply to any interaction between PHC or VCH staff, contractors, students and patients, clients, and/or residents. These guidelines do not apply to the use of Skype for Business for purely business-related purposes.

Need to Know

These *Skype for Business Guidelines* must be used by PHC and VCH staff, physicians, contractors and students when communicating by video conference with clients, patients or residents; family members or representatives; other care providers; and/or staff members; or in any situation where patient information is involved. This document should be used in conjunction with the [External Telehealth Videoconferencing policy](#), VCH/PHC [Emailing policy](#) and the [Province of BC Health Authorities Telehealth Clinical Guidelines](#).

Skype for Business should only be used for appropriate clinical scenarios, such as when the interaction does not require physical examination, when it is not feasible for patients to present at a PHC or VCH site, or when videoconferencing would offer a richer experience than a telephone call. Appropriate scenarios will be defined by each clinical program area.

Notify the client, patient or resident of the risks of using Skype for Business prior to any video conference communication (Notice: Using Skype for Business to Communicate with your Health Care Provider).

Document any clinically significant information in the client, patient or resident's health care record, as you would in a face-to-face or other Telehealth consultation. See the Documentation Policy [here](#) for more information.

Report any actual or potential privacy breaches associated with Skype for Business to the PHC Information Access and Privacy Office, as per [Managing Privacy Breaches Policy](#), or VCH Information Privacy Office, as per the [Reporting and Management of Information Privacy Breaches](#).

Equipment and Supplies – Computers, microphones, headphones, speakers, or any other relevant equipment, as deemed necessary by the clinical program utilizing these guidelines.

Guideline

Prior to Communicating via Skype for Business:

- Ensure that client, patient or resident email address, which is required to initiate a Skype for Business videoconference, is collected and stored in a secure fashion, ideally within the client, patient or resident's health care record.
- Authenticate the owner of the email address. This may be accomplished by:
 - sending an initial email to confirm the right person is being contacted prior to sending the videoconference invite or any personal information, or
 - asking the client, patient or resident to verify a piece of information that only they would know (e.g. date of birth, date of last appointment, middle name, etc.) by text or phone.
- Discuss the specific clinical purposes for the Skype for Business videoconference(s) with all parties.
- Communicate the common risks of Skype for Business communications and provide client(s), patient(s), and resident(s) with the Notice: Using Skype for Business to Communicate with your Health Care Provider form via email.
- Confirm with the client, patient or resident that they have read the Notice and would like to proceed with Skype for Business video conferencing.
- Inform the client, patient or resident when the Skype for Business interaction will occur or how a session will be scheduled.
- Send the patient/client device-specific instructions on how to connect in with Skype for Business. These instructions can be found [here](#) under 'Online Meetings', sub-section: 'External Participants'.
Schedule and send the meeting invitation to the client, patient or resident confirming the date and time of the Skype for Business interaction.

During the Communication:

- Do not record the Skype for Business clinical interaction. In cases where video recording is necessary, contact the Privacy Office for a privacy review prior to clinical interaction.
- Screen sharing is a function of Skype for Business. Ensure all other programs such as Microsoft Outlook email/calendar and other documents that may contain personal or confidential information are closed before initiating screen sharing.
- When you connect with the patient/client/resident, introduce all members of the care team and any other participant on the call.
- Discuss the specific clinical purposes for the Skype for Business videoconference(s) with all parties.

After the Communication:

- Ensure that the meeting invite, which contains the email address, is deleted out of the staff member's Outlook calendar after the meeting has taken place.

Documentation – Document any clinically significant information in the client, patient or resident's health care record, as you would in a face-to-face or other Telehealth consultation. See the Documentation Policy [here](#) for more information.

Related Documents– Standard materials are produced by the Provincial Health Services Authority’s IM/ITS team, which can be used in conjunction with additional materials developed by PHC/VCH or the specific clinical program utilizing these guidelines. Access these materials [here](#). Please provide these materials to patients and families as needed, as external users will not be able to access this site.

References

[VCH/PHC](#) Acceptable Use of Information Technology policy

[VCH/PHC](#) External Telehealth Videoconferencing policy

VCH/PHC [Emailing policy](#)

[VCH/PHC](#) Information Privacy and Confidentiality

VCH/PHSA/PHC [Documentation Policy](#)

[Province of BC Health Authorities Telehealth Clinical Guidelines](#)

PHC [Managing Privacy Breaches Policy](#)

VCH [Reporting and Management of Information Privacy Breaches](#)

[Notice: Using Skype for Business to Communicate with your Health Care Provider](#)

Definitions - For the purposes of these guidelines, “clients”, “patients”, or “residents” includes their family member(s) and/or their representative(s).

Should you have any questions regarding the information in these guidelines, please contact the appropriate office below.

PHC: PHC Information Access & Privacy Office: (604) 806-8336 or privacy@providencehealth.bc.ca

VCH: VCH Information Privacy Office: (604) 875-5568 or privacy@vch.ca