

1. Purpose

To support PHC Staff to use FaceTime when there is an identified need to use FaceTime as a modality to provide Patient care and to communicate with Staff members.

2. Scope

This procedure covers the use of FaceTime between Staff and Patients or between Staff, for the purpose of providing care related services.

3. Definitions

“Staff” means all officers, directors, employees, physicians, dentists, midwives, nurse practitioners, residents, fellows, health care professionals, students, volunteers, researchers, contractors and other service providers engaged by PHC.

“Patient” means patient, resident, client or individual legally acting on behalf of the patient, resident or client e.g. substitute decision maker

“FaceTime” is a video-calling application designed by Apple Inc. for use on Apple mobile devices such as iPhones and iPad.

4. Procedure

- Ensure Apple Smartphones and iPads have:
 - the most current iOS version installed;
 - are password protected.
- Explain the purpose of the FaceTime session to the Patient and ensure they are comfortable with using FaceTime before using as a modality to provide Patient care.
- Set up a mutually agreed upon time for the FaceTime session.
- Provide (in person or by email) the “Use of Skype or Facetime for Clinical Care” Notice.
- Obtain verbal consent from the Patient prior to providing care via FaceTime.
- Document consent in the health record.
- Document care provided in the health record in accordance with documentation standards and policies.