

## Skype for Business Questions and Answers for Patients

### What is a virtual visit?

A virtual visit means using a computer or mobile device to do a video call with your health care provider instead of an in-person visit. A virtual visit may be a good option when your health care provider doesn't need to have physical contact with you. Video calls can allow you and your provider to speak with each other and see each other's body language. In some cases, they may also be appropriate for examination of a surgical incision, an injury or a rash. Talk to your health care provider about whether a virtual visit is an option for your next appointment.

### How will I attend my virtual visit?

Your clinic will send you an email with the date and time of your appointment, and instructions for logging into the virtual visit at the scheduled time. Please treat the visit similarly to an in-person visit. Be ready for the appointment several minutes before the scheduled time. Make sure that you:

- Are in a private place where others will not be able to see or hear the visit.
- Have your device set up and have clicked the link to log in before the scheduled visit time.
- Avoid moving the device around or multitasking during the visit.

### What kind of device do I need for a virtual visit?

Providence Health Care uses Skype for Business for virtual visits. For a smooth visit, please use a device that meets the specifications below.

For a desktop or laptop computer:

- 4GB of RAM or higher
- Apple Users: Mac laptops or iMacs from 2012 or later
- Windows Users: Windows 7 Operation system or above
- Webcam
- Built-in speakers or headphones (Bluetooth, 3.5mm, USB, speakers)

For a mobile/tablet device:

- You must download the Skype for Business app, free from the [App Store](#) or [Play Store](#). Make sure not to download the commercial version of Skype.
- Operating system:
  - Apple Users: iPhone 6 or higher
  - Android Users: Android 4.0 (Ice Cream Sandwich) or higher
- Webcam
- Built-in speakers or headphones (Bluetooth, 3.5mm, USB, speakers)

### What kind of internet connection do I need?

- Minimum 7.5 MB upload speed
- Satellite internet and dial-up are not supported.

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

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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.

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### 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.
  - 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](mailto:virtualvisits@providencehealth.bc.ca)

If you have questions about privacy or security, contact us at [privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)