

	Standard Operating Procedure FaceTime Use - Clinical	Doc. No.	D-00-16-30128
		Rev.:	04
		Rev. Date:	June 21, 2019

SITE APPLICABILITY:

All VCH sites

PURPOSE:

To support VCH staff to use FaceTime as a modality to provide client care, family meetings/care conferences and to communicate with staff members.

SCOPE:

FaceTime will be used in a standardized way on Apple devices (e.g. iPhone, iPad, iPod, or Mac computer)

RESPONSIBILITIES:

VCH recognizes the use of smartphone technology can assist staff with clinical assessments, family meetings/ care conferences and education/instructional activities.

- 1) VCH staff must have completed the following mandatory education:
 - [VCH Privacy and Confidentiality Course for VCH Employees \(Online\)](#)
- 2) VCH staff must ensure that they have the latest iOS version. This will ensure that the device has all the latest security features.
- 3) VCH staff must not connect to any cloud application when using FaceTime. **The iCloud must be turned off.** VCH has been advised by Apple that it does not store FaceTime on their servers and that messages are encrypted end-to-end during transmission. Since iCloud will be turned off, there will be no back up of the FaceTime exchange.
- 4) VCH staff must comply with any professional standards and practice guidance by their respective regulatory bodies. For example privacy and confidentiality, documentation standards and practice standards for managing personal/professional boundaries.
- 5) VCH staff must comply with the following policies prior to using FaceTime:
 - [VCH Consent to Health Care](#)
 - [Information Privacy & Confidentiality](#)
 - [Acceptable Use of Information Technology](#)
- 6) VCH staff will ensure that the client is comfortable with using FaceTime before using as a modality to provide client care.
- 7) Documentation of client specific care must be included in the client health record.

PROCEDURE:

- 1) Apple devices must be password protected and cloud service disabled.
- 2) FaceTime is used when:
 - the staff member and the client, family member or their substitute decision maker have an Apple device
 - the staff member and another staff member have an Apple device
- 3) When FaceTime is identified as the best modality to provide care for a client or their substitute decision maker, staff will explain the purpose to the client or the substitute decision maker. VCH staff will ensure that the client is comfortable with using FaceTime wither 1:1 or in a group.

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- 4) Staff will obtain consent from the client, family member, or their substitute decision maker prior to providing care individually or as a group. Staff will document the consent in the client health record.
- 5) Staff will inform to the client, family member, or substitute decision maker their hours of operation. Staff will inform that if the client is in crisis or requires urgent assistance out of hours of operation, the Apple device is not checked and put a back-up plan in place.
- 6) Staff and client, family member or substitute decision maker will use FaceTime at a mutually agreed time.
- 7) Staff and client or substitute decision maker use FaceTime for clinical assessments, family meetings/ care conferences and/or educational/instructional activities.
- 8) Staff are responsible to document care provided in a client's health record in accordance with documentation standards and policies.

REFERENCES/ASSOCIATED DOCUMENTS:

- [VCH Consent to Health Care](#)
- [Information Privacy & Confidentiality](#)
- [Acceptable Use of Information Technology](#)
- [Cellular Phone and Blackberry Devices](#)

APPROVALS			
Executive Director	Virtual Health		June 21, 2019
Director	Professional Practice Nursing – Vancouver Community		June 21, 2019
Regional Director	Client Relations and Risk Management		June 21, 2019
Legal Counsel/Privacy	Legal Counsel/Privacy		June 21, 2019
REVISION HISTORY			
Revision#	Description of Changes	Prepared by	Effective Date
00	Initial Release	Practice Initiatives Lead, Professional Practice, Vancouver Community	October 20, 2017
01	Revision to add all VCH sites	Executive Director, Virtual Health	October 23, 2018
02	Revision to allow use of non-VCH devices with iCloud service disabled	Executive Director, Virtual Health	January 10, 2019
03	Added Appendices on how to turn off iCloud, and an added note in the Responsibilities section	Executive Director, Virtual Health	March 11, 2019
04	Revised to include family meetings/care conferences; Changed to include all Apple devices instead of just iPad/iPhones.	Executive Director, Virtual Health	June 21, 2019

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Appendix

1) How to turn off iCloud

