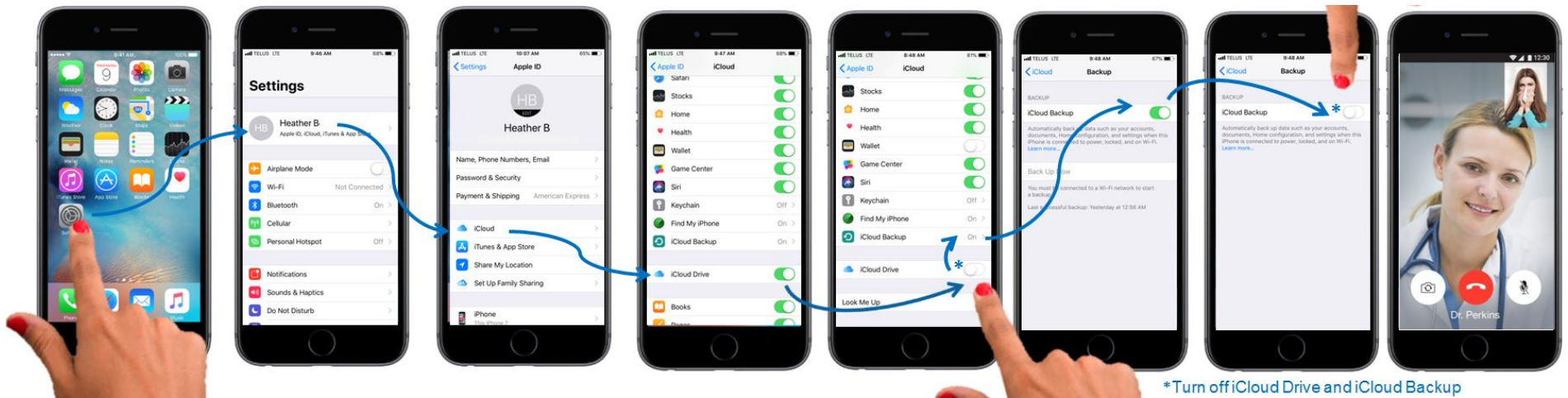


Smartphone technology can assist staff with clinical assessments and education/instructional activities. This guide will support VCH staff to use FaceTime provide client care and to communicate with other staff members

Top 3 FaceTime Takeaways

- 1) If FaceTime is being used with a client, ensure that the **client is comfortable and has consented (or substitute decision maker has consented) to using FaceTime** for health care services before using as a modality to provide client care.
- 2) Ensure that your IOS software is updated and your **iCloud is turned off**.
 - Apple does not store FaceTime on their servers and there is encryption during transmission. Since iCloud will be turned off, there will be no back up of the FaceTime exchange which allows privacy legislation to be followed.
 - Process for turning off iCloud is shown below:



- 3) **Documentation** of consent and client specific care **must be included in the client health record**.

Procedure:

[Standard Operating Procedure: FaceTime Use](#)