

Virtual health COVID-19 toolkit QUICK START GUIDE

The OVH and the Digital Strategy & Enterprise Architecture team at PHSa developed a **virtual health toolkit for use during the COVID-19 pandemic**. It features solutions to help you deliver services to your patients and keep them at home.



COVID-19 virtual health toolkit website

www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health/covid-19-virtual-health-toolkit

QR code

Scan with your mobile camera



device

Contact the Office of Virtual Health

We're here to provide support for questions you may have about integrating virtual health into your clinical work.

Email: officeofvirtualhealth@phsa.ca

Webpage: www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health

PHSA ENDORSED VIRTUAL HEALTH SOLUTIONS FOR COVID-19

Click on the solution below for more information in the online toolkit.

<u>ZOOM for Healthcare</u>	<u>Text messaging</u>	<u>Email</u>	<u>TELUS Home Health Monitoring</u>
Video/audio visit chat	Text	Email	Manage patients with COVID-19 or who are at high risk

PRIVACY AND SECURITY

While some of the recommended solutions in this toolkit have completed Privacy Impact Assessments (PIA) and others have a PIA in progress, all solutions in this toolkit are endorsed by the Ministry of Health and PHSa for use under the emergency response due to COVID-19.

KEY STEPS TO GETTING STARTED WITH VIRTUAL HEALTH

Introduce virtual health to patients

- Introduce virtual health to patients by phone/email/text.
- Check the technical readiness of your patients.
- Obtain the patient's **personal** email and send an initial email or text to validate their email address and provide notification of risks.

Obtain patient consent

Verbal or digital consent from the patient is acceptable before use of all virtual health solutions; however, requirements are:

1. Notification of risks have been provided. See [Client Notification form](#).
2. Reasonable efforts have been made to validate the patient's identity. See [Sample Validation Script](#).

Roll out virtual health

Steps to roll out virtual health solutions can be found on webpages linked below.

Virtual Health Visits	Zoom for Healthcare
Clinical digital messaging	SMS Text Messaging Email
Remote patient monitoring	Telus Home Health Monitoring

We understand virtual health may be a significant change to your clinic. OVH has a team of managers with expertise in project management, change management and process re-design. In collaboration with partners, we will:

- Help to **select the right solution** for your clinical need
- Walk you through the **capability and limitation of selected solutions**
- Help you **plan the workflow** to integrate virtual health in response to COVID-19
- Provide standard training and user-supporting materials
- Facilitate account request, data collection and feedback gathering
- Be the point person for all your virtual health-related questions

OVH works with IMITS to provide you the support you may need, including testing support, technical support and troubleshooting, as well as reporting and analytics, so you can focus on what you do the best – provide quality care.