



TeleMedicine for Patients

Not every visit with a doctor needs to be done in person; many can be done through TeleMedicine (also known as 'Virtual Care'), in which the patient and doctor are in different locations linked by computer or smartphone.

This has the potential to be a huge benefit to you. Face-to-face visits require rescheduling of work or other activities, require the time and expense of travel to our office and, in some cases, that travel can be dangerous – and if you are ill and potentially infectious, being in the doctors' waiting room can be dangerous to others!

1) When TeleMedicine works for You:

- a) When you are sick and possibly infectious (contagious) and want information on your care.
- b) Follow-up on investigations when a repeat face to face examination is not required
- c) Prescription repeats for stable conditions, excluding controlled substances (painkillers, sedatives).

2) When TeleMedicine doesn't work for You:

- a) For conditions that would require an examination
- b) Major new diagnoses or major complex discussions; videoconferencing does not easily transmit the nuances of a conversation, including non-verbal communication, and runs the risk of seeming impersonal.
- c) Prescriptions for controlled substances (painkillers and sedatives) or cannabis. Doctors' licensing bodies stress that this should not be done through TeleMedicine.
- d) Patients who have not been seen for a long time

3) What you need to know:

- a) We need to have a signed consent from you to be able to offer these services; this is a requirement of our professional regulatory bodies. See 'What You Need to Do' in Section 5 below.
- b) The software provider we use is located in the United States, but:
 - i) The software provider is compliant with all applicable privacy legislation in the US
 - ii) The conversation is encrypted end to end with 128-bit modality, which is the best industry standard and is regularly updated, minimizing any risk;
 - iii) Nothing is stored by the software provider; it provides ONLY a secure conduit
- c) As we introduce TeleMedicine and learn how to use it, TeleMedicine appointments will be initiated only by the physician; at this time patients will not be able to book their own TeleMedicine visits, but you can request one by phone.
- d) If you have booked a TeleMedicine 'visit' and fail to show up, you may be charged in the same way that a 'no-show' for an in-person appointment may be charged to you.

4) What you need to have:

- a) A computer or smartphone with a camera and microphone. Remember that larger screens are better, especially when the doctor wants to show you something!

- b) To use all the features available on our teleconferencing site:
 - i) A PC computer must run the Google Chrome or Firefox browser
 - ii) A Mac computer must run Safari 11+ or Firefox
 - iii) iPhone users will need to use Safari 11+ on the phone
 - iv) Android users need to run Google Chrome
- c) A private space for the conversation.
 - i) **NOTE:** both the patient *and* the doctor are entitled to privacy during the conversation. While some people are comfortable conversing with a doctor in a crowded place with others present, the doctor may not be comfortable having others listening in.
- d) **TIP: Be aware of your background!** You wouldn't be the first person to have a family member either appear in the background or say something in the background that wasn't, well... optimal.

5) Homework you need to do:

- a) Ensure that you have the latest version of one of the web browsers mentioned above that matches your hardware Go to our website at www.mossrockmedical.ca and click on the 'Register for TeleMedicine' button;
- b) Behind that button there will be our informational document 'TeleMedicine for Patients' and a "Consent for Electronic Communication" document.
- c) You need to sign the "Consent for Electronic Communication" document and return it to us. This is a requirement of our regulatory bodies. While verbal consent can be given as a 'one-off' in extenuating circumstances, that consent must be followed up with a hard copy on your file.
- d) Print it, sign it, and return it to us in any of the following ways:
 - i) email to registration@mossrockmedical.ca or
 - ii) fax to 250-418-8879 or
 - iii) mail it to Moss Rock Medical, 1282 Fairfield Rd, Victoria, B.C., V8V 4W3 or
 - iv) drop it off, or
 - v) drop in to our clinic to complete it
 - vi) if you have a Telemedicine appointment *and have read* the Teleconsent document, you can quickly complete and sign the form on line and your doctor can import it to your file. If you have not read the document, going through it during your appointment would use up too much time

6) How It Works:

- a) When you request and are offered a TeleMedicine visit you will be given a date and time.
- b) 5- 10 minutes prior:
 - i) Log in to mossrockmedical.doxy.me and you will arrive at our clinic's 'Landing Page'.
 - ii) Click on the box in the centre of the picture and choose which doctor you are there to see. That will take you to that doctor's 'Waiting Room' and will alert your doctor that you are waiting. The doctor won't be there immediately but will join you at the appointment time.
 - iii) Make sure you give permission for the program to access your camera and microphone!!
 - iv) While waiting, close down ALL other programs that you are using; they will interfere with the audio and video quality of the call! That's your email, other browser windows, word processing/spreadsheet programs, etc.

- c) ***TIP: Be aware of your background!!*** People and things may be in the background that you may not want seen outside of that room!