Using the Invitation Feature

FAQ

Q 1. How does the invitation feature work?

You will be able to video visit with anyone in Ontario both in and out of healthcare settings, privately and securely, using the invitation feature. To send an invitation:

- You can initiate the video visit request via your computer (PC/MAC) – a convenient option to schedule your visit within your workflow.
- Patients or peers receiving the video visit invitation from OTNhub.ca, are able to participate by simply opening up a secure link they receive on their personal computer (PC/MAC), iPhone, iPad, iPod or Android devices, wherever they are – in a health facility, CCAC, or even at home.

Q 2. What are the benefits?

- **Convenient** – Easily connect with colleagues or patients anywhere in Ontario (Hospital, Clinic, Long-Term Care, CCAC, School, Business, or Home) from the convenience of your PC by simply sending them a secure link from OTNhub.
- **Flexible** - You can send an invitation to anyone – participants joining a video visit do not have to be OTNhub members.
- **Simple** – Schedule and conduct video visits right from your OTNhub video console, freeing up resources to support other areas of healthcare practice.
- **Secure** – Like all OTNhub products and services, this feature is fully encrypted and secure to allow for private and secure video visits.

Q 3. Can people outside of Ontario Health (OTN) use OTNinvites?

The 'OTNinvite' feature made available through OTNhub's videoconference service, allows Hub users to initiate a scheduled or ad hoc videoconference event with a non-member by emailing a secure and privacy-compliant link. This service can be integrated into several settings to deliver patient-centred care.

Q 4. With whom would this feature be most appropriate to use?

Consider patient populations such as those in preventative, mental health and chronic disease care, where mobility and access to care for the patient is limited. A video visit is a viable alternative for follow-ups or consultations with your patient in specific situations.

It's also an excellent way to connect with allied health professionals outside of traditional health care settings who support the continuum of care. Having the flexibility of video visits using the invitation feature gives OTNhub members more ways to connect and collaborate with peers and patients than ever before!

Q 5. Is it easy for my patients to use?

Yes. If your patients have a personal computer, iPad or Android tablet (with webcam, speaker and microphone, or headset), an Internet connection and an email account - they already have the skills and equipment they need.

To help patients with their video visit appointment, the Patient Brochure: About Your Telemedicine Appointment is available to help them understand what to expect during a video visit through the invitation feature.

Q 6. Is this feature private and secure?

Yes. As with all OTNhub services, the invitation feature is private and secure. For more information on OTN protocols for privacy and security, visit the OTN Privacy Centre.

Q 7. Where can I learn more about how this feature works?

We have a variety of resources to help you get familiar with how to use it, as well as some guidelines on how you can prepare yourself and your patient for visits in non-traditional settings.

Here are some resources we highly recommend:

- eVisit for Providers (overview and benefits)
- Ontario Health (OTN) Training Centre
- eVisit Help Centre (online help for patients using video visits)