

# OTNhub Video Visit FAQ

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Find the answers to some of the most frequently asked questions about OTNhub video visits:

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## What is it?

### **What is OTNhub video visit?**

OTNhub video visit is a simpler, lower-cost, and mobile alternative to traditional room-based videoconferencing. [Learn more...](#)

### **How do I apply for the OTNhub video visit service?**

The application process differs, depending on your role within the health care field.

Go to [otnhub.ca](http://otnhub.ca) and follow the sign-up procedure that best applies to your role.

### **Can I use the service for clinical applications and is it secure for clinical use?**

Yes, OTNhub Video Visit is secure and you can feel confident using it for clinical applications. Learn more from...

- [Case studies \(Virtual Care: Patient Stories, Providers & Partners, etc.\)](#)
- [Privacy Centre](#)

### **What is the URL to access OTNhub Video Visit?**

[otnhub.ca](http://otnhub.ca)

### **Is virtual health care recognized by the CMPA and CPSO?**

Yes, virtual health care is recognized by both the Canadian Medical Protective Association (CMPA) and the College of Physicians and Surgeons of Ontario (CPSO).

For legal and/or regulatory information about delivering care through virtual health care, go to the respective websites of the [CMPA](#) or [CPSO](#).

# Who can use it and where can it be used?

## **Can a health care provider connect from a hospital network?**

Yes. However, if a health care provider will use OTNhub Video Visit using a personal computer on a secure hospital network, they need to verify that specific ports in the hospital firewall are open.

For more information about network requirements, see the [Technical Readiness guide](#).

## **Who can the health care provider connect with using OTNhub Video Visit?**

The health care provider can connect to other OTNhub Video Visit users or to any of the existing 2200+ video systems on OTN's network across Ontario.

Using OTNhub Video Visit, a health care provider can make one-on-one video calls to either room-based systems or other eVisit users.

Using the OTNinvite feature, a health care provider can videoconference with multiple participants. Video visit events can have up to sixty participants (one "host" and a maximum of 59 "guests").

## **Where can I use it from?**

OTNhub Video Visit can be used from anywhere in Ontario where a high-speed internet connection is available.

## **How does OTNhub Video Visit compare to dedicated room-based video systems and clinical carts?**

OTNhub Video Visit offers the same functionality as room-based video systems and clinical carts. It emulates the functionality of a legacy H.323 system. It does call initiation, call negotiation and media exchange in the same manner as an H.323 codec.

The difference is that with OTNhub Video Visit you have the convenience of videoconferencing using your personal computer (with a webcam and headset) or mobile device.

# Technical Information

## **Does OTN provide bandwidth (internet circuit)?**

Ontario Health (OTN) does not provide an internet circuit for the OTNhub Video Visit service.

For more information about bandwidth requirements, see the [Technical Readiness guide](#).

## **Can two users share a computer to access OTNhub Video Visit?**

Two users can share the same physical computer, but each user must log in with their own unique credentials when accessing OTNhub Video Visit.

## **How is video traffic encrypted?**

OTNhub Video Visit connects to the Ontario Health (OTN) Network via an SSL (secure socket layer) connection and all traffic is AES 128 bit encrypted which is a standard adapted by all major health care organizations to protect patient privacy.

## **Can I connect to the OTN network and legacy systems using OTNhub Video Visit?**

Yes, OTNhub Video Visit is the only web-based computer or mobile videoconferencing service that connects to thousands of legacy room-based systems across Ontario.

## **Will the OTNhub Video Visit service work with other software applications installed on a user's computer?**

Yes. OTNhub Video Visit works with most software. However, it is important to remember that only one application at a time can use a web camera, microphone, or speaker. Therefore, before starting your videoconference close any other app that uses these devices.

OTN recommends that you use Chrome as your browser for this service.

## **How are patient records, labs, prescriptions, and patient logistics managed?**

Once you have signed up for the service you will be given access to a suite of tools that will guide you through developing your virtual health care practice. Within the program, you will be instructed to develop a virtual health care profile and protocol which will provide the patient site with the instructions for all the logistics of preparing for your patients' appointments.

## **What is the image quality like?**

Providing that both endpoints have the recommended high-speed connections, webcam, speakerphone and pc, the image quality is suitable for clinical patient encounters.

# Privacy and Security

**Are there any privacy concerns with using OTNhub Video Visit as an endpoint to host a patient event, if a room-based videoconferencing system is not available?**

OTNhub Video Visit can be used as a patient endpoint, however OTN recommends the following practices to ensure privacy and security when conducting your eVisit:

1. Where possible stay in the room with the patient to support the videoconference session and/or to avoid patients or others viewing or accessing confidential information or leaving with the personal computer or laptop.
2. If you cannot stay in the room with the patient, do the following:
  - Disconnect any peripheral devices to ensure that no one can access anything on screen. For example, disconnect a wired mouse or disable a wireless mouse.
  - Log out of other applications or information systems.
  - Always use a laptop lock or security cable to secure your device.
3. As with a room-based system, choose a private sound-proof room or use a headset. Also, post a sign outside the door indicating that a videoconference session is underway..

**When joining a video visit via an eVisit email invitation, what name is displayed to other participants, and can it be changed?**

Before you begin using Direct-to-Patient Video Visits, we recommend that you first confirm how you want others to see your name displayed during the video visit. This will protect your identify and limit what personal information will be seen by other participants.

When you start the eVisit, you are prompted for a preferred name. Take the time to double-check that the name is correct and accurate.

This will ensure that your name is displayed as you wish, and your identity protected.

As always, we encourage you to continue reaching out to our [privacy team](#) for any inquiries and to report incidents.

Visit our [Privacy Toolkit](#) or the [Ontario Health \(OTN\) privacy-centre](#) for helpful resources and tips in support of your virtual care programs.