

Frequently Asked Questions (FAQ)

Find the answers to some of the most frequently asked questions about eVisit (Videoconference).

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What is it?

What is eVisit (Videoconference)?	eVisit (Videoconference) is a simpler, lower-cost, and mobile alternative to traditional room-based videoconferencing. Learn more...
How do I apply for eVisit (Videoconference) service?	The application process differs, depending on which group you belong to: <ul style="list-style-type: none"> • Physicians, Nurse Practitioners, Nurses & Allied Health Professionals • Health Care Organizations & Telemedicine Coordinators
Can I use eVisit (Videoconference) for clinical applications? or Is eVisit (Videoconference) secure for clinical use?	Yes, eVisit (Videoconference) is secure and you can feel confident using it for clinical applications. Learn more from... <ul style="list-style-type: none"> • Case studies (Virtual Care: Patient Stories & Partnering for Care) • Privacy Tool Kit
What is the URL to access eVisit (Videoconference)?	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 .



eVisit (Videoconference)

Who can use it and Where can it be used?

<p>Can a health care provider connect from a hospital network?</p>	<p>Yes. However, if a health care provider will use eVisit (Videoconference) using a personal computer on a secure hospital network, they need to verify that specific ports in the hospital firewall are open.</p> <p>For more information about network requirements, see the Technical Readiness guide.</p>
<p>Who can the health care provider connect with using eVisit (Videoconference)?</p>	<p>The health care provider can connect to other eVisit (Videoconference) users or to any of the existing 2200+ video systems on OTN's network across Ontario.</p> <p>Using eVisit (Videoconference), a health care provider can make one-on-one video calls to either room-based systems or other eVisit users.</p> <p>Using the OTNinvite feature, a health care provider can videoconference with multiple participants. Clinical events can have up to eight participants. Learning and meeting events can have up to twenty participants.</p>
<p>Where can I use it from?</p>	<p>eVisit (Videoconference) can be used from anywhere in Ontario where a high-speed internet connection is available.</p>
<p>How does eVisit (Videoconference) compare to dedicated room-based video systems and clinical carts?</p>	<p>eVisit (Videoconference) 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.</p> <p>The difference is that with eVisit (Videoconference) you have the convenience of videoconferencing using your personal computer (with a webcam and headset).</p>

Technical Information

<p>Does OTN provide bandwidth (internet circuit)?</p>	<p>OTN does not provide an internet circuit for the eVisit (Videoconference) service.</p> <p>For more information about bandwidth requirements, see the Technical Readiness guide.</p>
<p>Can two users share a computer to access eVisit (Videoconference)?</p>	<p>Two users can share the same physical computer, but each user must log in with their own unique credentials when accessing eVisit (Videoconference).</p>
<p>Can you recommend an ISP in my area?</p>	<p>Contact your OTN account manager.</p>
<p>How is video traffic encrypted?</p>	<p>eVisit (Videoconference) connects to the 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.</p>

eVisit (Videoconference)

<p>Can I connect to the OTN network and legacy systems using eVisit (Videoconference)?</p>	<p>Yes, eVisit (Videoconference) is the only web-based computer or mobile videoconferencing service that connects to thousands of legacy room-based systems across Ontario.</p>
<p>Will the eVisit (Videoconference) service work with other software applications installed on a user's computer?</p>	<p>Yes. eVisit (Videoconference) 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.</p> <p>OTN recommends that you use Chrome or Firefox as your browser for this service.</p>
<p>How are patient records, labs, prescriptions and patient logistics managed?</p>	<p>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.</p>
<p>What is the image quality like?</p>	<p>Providing that both endpoints have the recommended high-speed connections, webcam, speakerphone and pc, the image quality is suitable for clinical patient encounters.</p>

Privacy and Security

Are there any privacy concerns with using eVisit (Videoconference) as an end-point to host a patient event, if a room-based videoconferencing system is not available?

eVisit (Videoconference) can be used as a patient end-point, however OTN recommends the following practices to ensure privacy and security when conducting your eVisit event:

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.
 - Use a laptop lock or security cable to secure your device at all times.
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.