OTNinvite Protocol for Scheduled and Ad-hoc Events

Ontario Health (OTN) recommends the following protocol for using the eVisit (Videoconference) OTNinvite feature for clinical encounters to ensure patient safety and quality care while protecting a patient's personal health information.

OTNinvite Appointment Patient Profile

Many patient types can be managed in a non-traditional healthcare setting via telemedicine. However, some patients may not be suitable. Determining whether a patient is a good candidate for home visits via telemedicine is relatively simple. We recommend following these guidelines:

- OTN has prepared a patient eligibility checklist and a patient consent checklist to help providers learn more about patient suitability.

- The patient should be able to confidently operate a mobile phone, tablet or home computer which includes browse the internet, for mobile devices install an app, and understand how to use the microphone and camera functions on their device.

- Patients must have high-speed internet, a webcam, and a newer computer with Windows 10+, or a Macintosh with OSX 10.1+, or an iOS device 10+, or an Android 7+.

Pre-visit – Provider Site Preparation

- Ensure your office has met the device and network requirements.
- Make some test calls to colleagues to get comfortable with the technology.
- Designate an office staff member to conduct test calls with patients.
- Ensure a process is in place to manage patient technical issues. If you or your organization cannot help with technical support, patients should use the help section in their Video Visit email or ask a trusted person to help them do a test call.

Pre-visit – Patient Preparation

When preparing a patient for a direct-to-patient videoconferencing event please ensure the patient understands:

- Their next appointment will be conducted via Video Visit.
- They will be receiving emails to access the service.
- The device requirements for Video Visit.
- The Video Visit email on how to test their internet connection and join the event.
- To call 911 in case of an emergency during the event.
- Who to call, should they need to reach the host at or around the time of the event.
- What their PIN number is.
- That they must provide you with a unique, private email address (no shared email addresses, and preferably not a work address) to use Video Visit.

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Schedule the Appointment

Schedule the event using the OTNinvite feature in OTNhub.

Appointment Day

You or your staff can call your patient to make sure they are technically ready for their videoconferencing appointment. On the phone instruct the patient to:

- Find the email titled 'Video eVisit Invitation - Event ID'
- Click on the link in their email.
- Fill out their name, confirm their video and audio equipment and enter the PIN (if required).
- The patient will then enter the video conference and wait for you to join.

Troubleshooting Tips for Providers

1. Always do test calls in advance to ensure you and the patient are technically ready for the video visit.
2. Always do an internet connection test before each call to make sure you have bandwidth.
3. Most technical issues are due to issues with the device or network connection. For technical support:
   - Providers should consult the eVisit (videoconference) Help Page (https://support.otn.ca/en/connect-help).
   - Patients should consult the Video Visit Help Centre linked in their email invite (https://otn.ca/video-visit-help).
   - Call your network team or internet service provider for help with your internet connection.
4. If patients are having trouble when trying to connect for an appointment, ensure the patient closes the Vidyo application and then restarts using the link in their invitation email.

Privacy and Security features of eVisit (Videoconference) OTNinvite

The OTNinvite feature has undergone privacy and security risk assessments and the following safeguards for emailing patients have been put in place.

- No personal health information or provider information is included in the email.
- Emails are sent from a 'do-not-reply' OTN generated email address to prevent patients or unauthorized individuals from emailing you.

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