

## **Information for Virtual Video Appointment for Surgical Assessment Clinic**

Your Health Care Provider (HCP) has requested a virtual video visit for your upcoming Surgical Assessment Clinic interview with a nurse prior to your surgery.

In lieu of coming to the hospital or having the conversation on the telephone, a nurse will contact you through your email for a video conversation.

At Oak Valley Health, privacy is one of our top priorities, so we want to assure you that virtual visits are made in a privacy-protected setting. Please note that some health concerns cannot be appropriately responded to through a virtual visit alone. However, during the visit, your clinical care provider may decide that an in-person appointment is required.

When your HCP obtained consent for your surgery they also explained the video appointment and obtained consent to have the hospital contact you through your email.

We do our best to make sure that any information you provide to us during your virtual visit remains private and secure, but no video or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third party service providers located outside of Ontario when using video or audio communications tools.

Oak Valley Health email, telephone and virtual OTN services are secure and privacy protected tools but, because of the nature of cybersecurity including use of email, it is not entirely without risk. If you are concerned about using video or audio tools for virtual care, please discuss with your clinical care provider to see what alternative arrangements may be made for your care.

Your HCP office will connect with you by telephone to inform you of the date and time for your appointment and confirm your email contact with you at this time. You will also receive an email with the link to the appointment from the hospital.

### **You will need:**

- To be registered in the Oak Valley Health Patient Connect portal (instructions available at <https://www.oakvalleyhealth.ca/patient-connect>)
- A personal device (computer, tablet, cellphone) with a web camera and microphone
- High speed internet

- An email address
- Private space to ensure confidentiality for you
- A pen and paper to write down any questions or instructions from your health care team
- A family member, caregiver or friend in the room with you if you wish for interpretation or support

**To prepare for your virtual video appointment:**

- Make sure that your technology is set up properly
- Find a quiet and private space where you can easily hear and be heard
- Decide if you would like a family member or caregiver or friend to be with you during the visit
- Have all your materials ready prior to the meeting including:
  - Health card
  - Pen and paper to write down information and instructions
  - All medications you take in the original bottles or blister packs
  - List of medications from pharmacy
  - Notes of medical history
  - Questions you would like to ask

If for any reason you wish to withdraw your consent for virtual video surgical assessment clinic appointment, please contact your HCP and the Surgical Assessment Clinic at 905-472-7373 ext. 7627 prior to your scheduled appointment.