

## Privacy

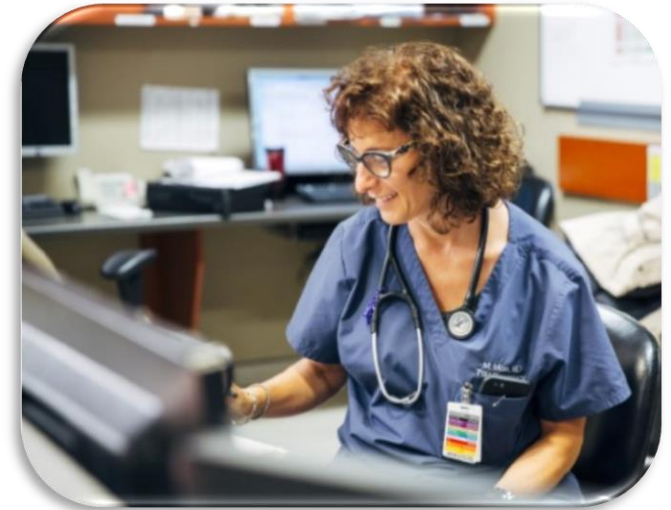
Lakeridge Health knows that your personal health information is important to you and must be protected. Personal health information is any information that can be reasonably used to identify you and includes information that links you to healthcare services you receive.

Lakeridge Health uses a variety of physical, administrative and technical methods to protect your personal health information.

When you provide us with your email address you give Lakeridge Health consent to send your Virtual Visit appointment confirmation via email. Both email and Virtual Visit appointments have some inherent privacy and security risks that include your personal health information possibly being intercepted or unintentionally disclosed. We want to make sure you understand this risk before proceeding.

To improve your privacy, participate in Virtual Visit appointments in a private setting and do not use a shared computer/device, to avoid others possibly being able to access your personal health information.

# Your Virtual Visit Appointment



For more information please visit the Lakeridge Health's Privacy page at:  
<https://www.lakeridgehealth.on.ca/en/patientsandvisitors/your-privacy.asp>



Your healthcare provider has made an appointment to meet with you via a *Virtual Visit*, instead of in person. Using your computer or mobile device, you can connect with your healthcare provider without having to leave your home. All it takes is internet access and an App or browser. Virtual visits reduce the time, cost, and stress associated with travelling to an appointment.

### What is a Virtual Visit?



A “Virtual Visit” is like a regular, in-person appointment; the only difference is that you will see and speak with your healthcare provider via video.

### What do I need to participate in a Virtual Visit?



In order to participate in a Virtual Visit, you will need: an email account; access to the Internet; and a smartphone, tablet or personal computer with a webcam, speaker and microphone. Please refer to details in the email you receive.

### How does it work?



Your healthcare provider that arranged the Virtual Visit will send you an email invitation. (Tip: check your ‘Junk’ email/‘Spam’ folder if you do not find the invitation in your Inbox.) An email reminder will automatically be sent to you 1 day prior to the visit.

### Before your Virtual Visit...



Test your system or device. For the best experience, we recommend using the Microsoft Teams App or Google Chrome, or Microsoft Edge, on your personal computer. For mobile devices, download and install the Microsoft Teams mobile App before your appointment.



### On the day and time of your Virtual Visit...

Click the “Join Microsoft Teams Meeting” link provided in the invitation email, or you can Log-in as a Guest. You will be asked to enter your name.

A video window will open on your device and your personal, private Virtual Visit will begin.



### Will the Virtual Visit be private?

Like an in-person healthcare appointment, your Virtual Visit will be private and confidential. It can only be seen and heard by you and your healthcare provider. Lakeridge Health does not record the visit.

### Is there a cost?



No. There is no cost to patients to participate in a Virtual Visit.

### If I change my mind can I opt-out of Virtual Visits?

If you wish to withdraw your consent to Virtual Visits, you may do so at any time.

Contact Lakeridge Health’s Privacy Office at [privacy@lh.ca](mailto:privacy@lh.ca) or 905-576-8711 extension 32757.

### \*Important reminder from your healthcare provider

*Care provided through video or audio communication will be used where appropriate and possible to facilitate timely access to care in unique circumstances, but it does not replace the need for physical assessment and in person rehabilitation.*

Your Virtual Visit will take place:

Date \_\_\_\_\_

Time \_\_\_\_\_