VirtualCare™ – Frequently Asked Questions

TECHNICAL REQUIREMENTS

1. **What browser works best for VirtualCare?** VirtualCare has been optimized for Google Chrome and is officially supported. Use the most up to date version where possible.

Tablet Specification	iOS	Android
Suggested operating system versions	iOS 11 and up	Android 8.0 and up
Suggested tablets	Latest available iPad, iPad Air, or iPad Pro	Google Pixel Slate
Browser support	Audio/video supported in Safari mobile browser only	Audio/video supported in Chrome mobile browser only
Suggested screen size	9.7 inches or above	9.7 inches or above
Suggested screen resolution	2048 x 1536 resolution at 264 pixels per inch (ppi)	2048 x 1536 resolution at 264 pixels per inch (ppi)

2. **Is VirtualCare integrated with PointClickCare and MED e-care?** VirtualCare is integrated with PointClickCare and will soon be integrated with MED e-care. Visit notes entered in VirtualCare will be pushed back into the EHR as a progress note.

3. **Do the notes push back into physicians' EMR (e.g. Telus)?** Yes, the encounter report can be pushed into the physician's EMR via HRM. The physician needs to be a registered Hospital Report Manager (HRM) user (with OntarioMD) for HRM reports to automatically push into the physician's EMR.

4. **Do we launch the VirtualCare application to schedule and conduct the visit?** Yes. Users will be able to use their PointClickCare and MED e-care login credentials to login to the VirtualCare application.

5. **Can you use VirtualCare on a tablet or iPad?** Yes.

6. **What hardware do we require?** A laptop or tablet with a camera.

PRIVACY & SECURITY

1. **Are audio and video sessions recorded?** Audio and video sessions are not recorded. The chat messages are stored in the visit details.

2. **Are video sessions encrypted?** VirtualCare video chats are encrypted using Datagram Transport Layer Security (DTLS). DTLS is a communications protocol that provides security for datagram based applications by allowing them to communicate in a way that is designed to prevent eavesdropping or tampering messages.

3. **Is there end to end encryption?** All data is encrypted in transit and at rest. We comply with PHIPA and PIPEDA, and will only handle data in accordance with those laws.

4. **Is VirtualCare also compliant with HIPAA and the HITECH Act?** Yes, Think Research is compliant with HIPAA.

5. **Where is the VirtualCare data stored?** All Virtual Care data is stored in a data centre in Montreal.

think research

VirtualCare™ - Frequently Asked Questions

PRIOR TO THE VISIT

1. **Can we prioritize resident visits?** The custom reasons for visit can be used to identify the level of urgency of the virtual visit. Nurses and physicians can use this information on the visit cards to prioritize resident visits.

2. **How will the physician be notified that they have residents to assess?** Use existing processes to alert physicians that a resident visit is required. Updates are coming soon for e-mail notifications.

3. **What file formats can be attached prior to a visit?** Word (docx), PDF, JPEG, PNG. NO: Excel, PowerPoint

4. **What is max attachment size that can be sent prior to a visit?** Max size is 5MB.

DURING THE VISIT

1. **How do I know the other party is in the virtual room?** A green banner will momentarily appear above the chat pane to the other party when a Provider/Resident (Nurse) enters/exits the room. This will disappear after a few seconds. There is currently no ongoing indicator that the other party is in the room.

2. **Can I switch between video to chat during the visit?** Yes. Video, audio and chat features can be used simultaneously or separately at any time during a visit.

3. **Can the video be expanded to take more of the screen?** Yes, click the maximize/minimize arrows in the bottom left corner of the video feed. The video however, cannot be full screen.

4. **Can you use chat while using video?** Yes, but not while the video is expanded. If chat is missing while video has been reduced to normal size, you may need to adjust the zoom settings on your browser (press "Ctrl 0" to reset to normal zoom in Google Chrome).

5. **I flipped on Audio/Video, why can't I hear/see the other person?** You both need to have audio or video flipped on to enable that method of communication.

6. **Is there an attachment size limit for chat?** The attachment size limit is about 5MB.

7. **Is chat time-stamped?** There is a general time stamp (# of minutes, hours, days ago) in the chat window itself. HRM, if enabled, has a specific time stamp of chat messages to the minute.

AFTER THE VISIT

1. **Is there a notification for the nurse when the physician sends a prescription to pharmacy?** There is no notification that a prescription has been sent to pharmacy, but the physician could notify the nurse via chat. The prescription will be visible for the nurse in VirtualCare to print off and include as part of the resident's chart.

2. **Can a provider save or copy a visit's details outside of VirtualCare?** No, not currently. If HRM is configured for the site, then providers can generate a visit summary by clicking the **View visit report** button. They can then copy and paste that information into another system.