



My Virtual Care Client Manual and Zoom Support

Homecare – VON Visiting Nursing Program

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Table of Contents

Purpose	3
VON's Commitment to You.....	3
Privacy and Confidentiality	3
Getting Started.....	3
Starting Your Virtual Video Appointment from an iPhone or Smartphone.....	4
Starting your Virtual Video Appointment from a Personal Computer	5
Virtual Appointment Tips.....	7
Additional Resources	7

Purpose

Virtual care is a new way for your care provider to connect with you and monitor your health, from a distance. This manual is here to help you understand the technology you need to receive care virtually, in your home.

Virtual care appointments can take place either by phone or by video call using Zoom. A phone call requires that you have a working phone and a quiet place to have a conversation. A video call involves use of the [Zoom application](#) on your smartphone, laptop or tablet so you and your care provider can see each other on your screens.

VON's Commitment to You

VON Canada is committed to providing the clinical, personal and social support that you need. Our care providers are here for you to discuss whether virtual care is right for you, based on your unique needs.

If you choose to have in-person appointments, we will gladly continue doing so. Choosing to decline virtual care, will not impact or change the care and services you receive from VON.

Our care providers are here to support you with the technology for virtual care appointments so you're as comfortable as possible. If, at any point during your virtual care journey, you find that it is not meeting your expectations, please let your care provider know and we will adjust.

Privacy and Confidentiality

Video appointments are required to follow the same rules as in- person appointments (e.g. documentation in the health record).

Zoom has a number of security measures in place, which you can read on their website here: [Zoom security](#). While Zoom does have security measures in place, 'perfect security' does not exist on the internet. For this reason, VON cannot guarantee the security of the information you share over the internet. In particular, please note Wi-Fi in public spaces (e.g. coffee shops) may be insecure.

Getting Started

If you choose to have virtual care by phone you will need:

1. A phone connection; and
2. A quiet place to have a conversation.

If you choose to receive virtual care by video call, you will need:

1. Electronic tools, including:
 - a. Email address and access to your inbox;
 - b. A device such as a tablet, iPhone, smartphone or computer; and
 - c. Access to reliable Wi-Fi internet or data.
* Wi-Fi in public spaces (e.g: coffee shops) can be choppy as the connection is shared with many others.
2. Software, including:
 - a. [Zoom application](#) (App) downloaded on your device (iPhone, smartphone, tablet or computer).
3. A quiet place to have a conversation.

Using Zoom

VON is using the [Zoom application](#) (App) for . This application can be downloaded from [this website](#) on your device, free of cost.

Like other applications, Zoom requires permissions to access content on your device to function properly. You will want to ensure that your video and microphone permissions are turned on so you can have a successful virtual care appointment; your device should prompt you to do this.

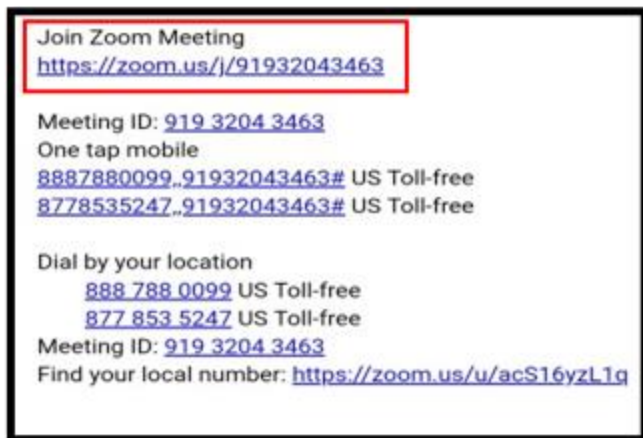
Before your first virtual video visit, your care provider will ask you to confirm that:

1. [Zoom Cloud Meetings App](#) downloaded to your iPhone or smartphone, or,
2. [Zoom Client for Meetings App](#) downloaded on your desktop prior to your first virtual visit.

Starting Your Virtual Video Appointment from an iPhone, Smartphone or Tablet

If you are planning to join the virtual care appointment by iPhone, smartphone, or tablet, please follow the steps below.

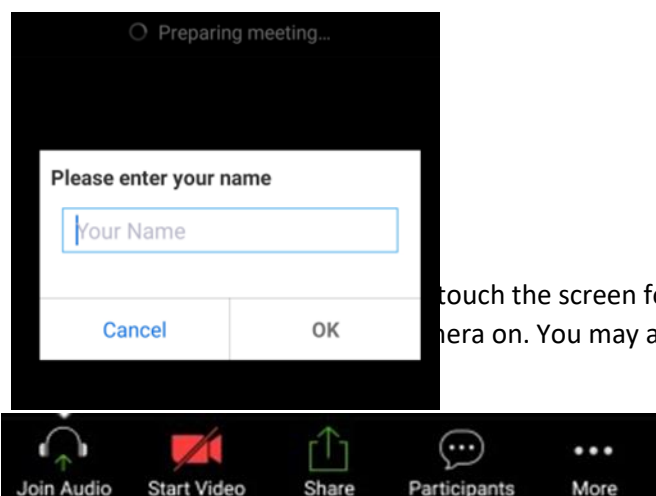
1. You will receive an email from your care provider with details on how to join the appointment. When you open the email, you will see a link in blue.



2. Click on 'Join Zoom Meeting'



3. As the meeting prepares to launch, you will be directed to a pop-up which will ask you to enter your name. The meeting will then launch automatically.



Touch the screen for your meeting controls to appear. You can click the camera icon to turn your camera on. You may also need to click 'join audio' or 'unmute' in order

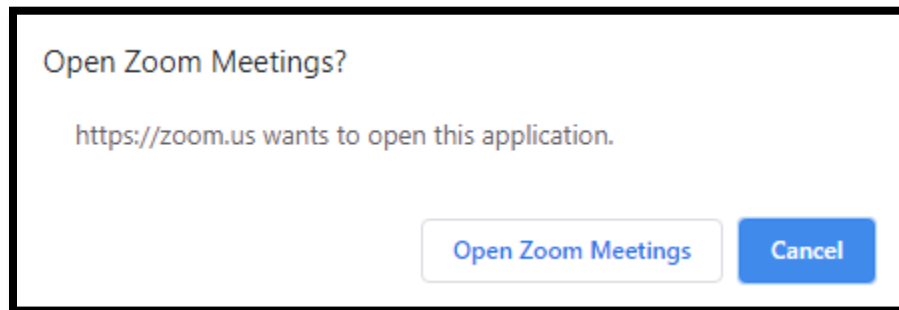
5. You should now see your care provider on your screen and you are now ready to to have your virtual video appointment!

Starting your Virtual Video Appointment from a Personal Computer

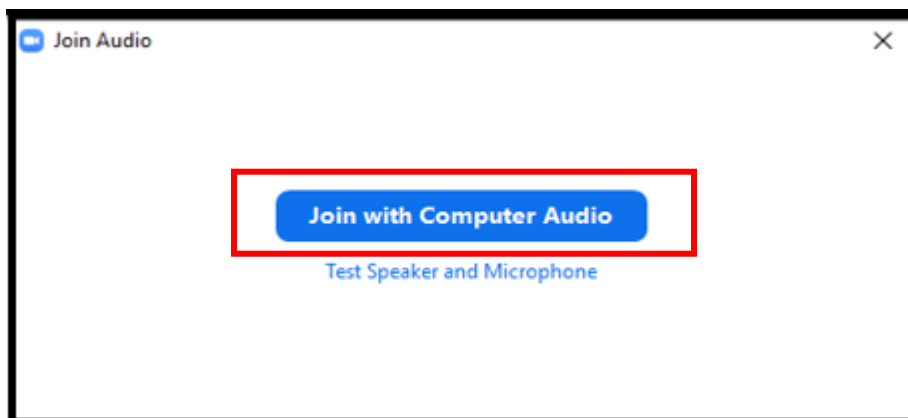
1. You will receive an email from your healthcare provider. When you open the email, you will see a link to the Zoom meeting in blue. Click the 'Join Zoom Meeting' link.



2. You will be directed to a Launching screen. Click the link that says 'Open Zoom Meetings.'

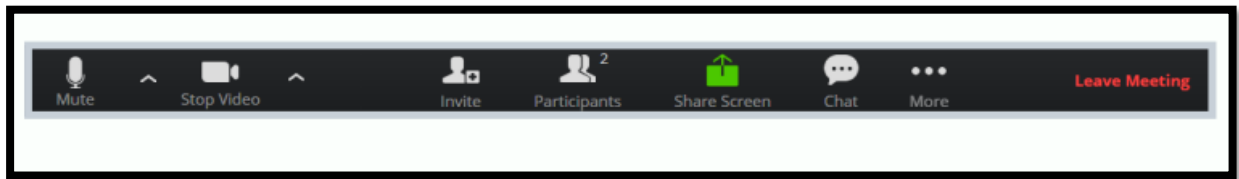


3. You will be prompted to join by phone call or computer audio. We recommend using your computer audio, but you can select your preference.
 - a. If you prefer to join audio by phone call, you will need to dial the number that appears on the screen before proceeding.



4. After making an audio selection, the video meeting should launch automatically.
5. Once launched, move your mouse to the bottom of your screen in order for your meeting controls

appear. You may need to click 'join audio' or 'unmute' in order to turn your speaker on.



Virtual Appointment Tips

To have the best experience during your virtual care appointment, please consider the following tips:

1. Prepare for the call by writing out a list of questions that you have for your care provider.
2. Keep a list of your current medications close by, in case you have to share with your care provider.
3. At the beginning of the call, introduce yourself so that your care provider can confirm who they are talking to.
4. Be prepared to offer your care provider your consent to have a virtual care appointment every time.
5. Please choose a quiet space, free of distractions, for your virtual call.
6. Consider taking notes during your appointment so you can refer to them later on if you need to.

Additional Resources

[For more support directly from Zoom's website, click here.](#)

[For more information on Zoom Security, click here.](#)

If you have questions or feedback, your VON care provider is there for you to listen and discuss. If you would like to request further information on privacy as it relates to your virtual care, please contact privacy.officer@von.ca.



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