

# Virtual Visits at UHN

## **What to expect if you have been scheduled for a phone or video conference visit with your health care team at UHN**

### **What is a virtual visit?**

During a virtual visit, you do not come to the hospital to meet in person. Instead, you speak with your care team using a regular phone, smartphone, tablet or computer.

### **Why is UHN offering virtual visits?**

Virtual visits are not new. UHN and health care teams across Ontario have been using virtual visits for some time. We are using virtual visits more often at UHN now to reduce how many people come to the hospital. This is to protect our patients, staff and the community from the spread of COVID-19.

### **What happens during a virtual visit?**

Your health care team talks to you about your current health status, any symptoms you are experiencing and your needs. If your care team feels that an in-person visit is needed instead of a virtual visit, they will discuss your options and next steps with you.



## **How will my virtual visit be booked?**

Your health care team may call you to discuss changing your upcoming appointment to a virtual visit. They will talk to you about options for virtual care. This may include offering a phone call or a video call using secure, private and confidential software.

They will also:

- give you instructions on how to prepare for your virtual visit
- ask you for your verbal consent for the upcoming appointment
- let you know the day and time of your virtual visit and confirm that they have your preferred contact information

The decision about which type of virtual visit you have will be made based on your care needs and the technology that you and the clinic can access.

## **If I use myUHN Patient Portal, how can I tell which appointments are virtual visits?**

myUHN Patient Portal lets you see changes to your appointments and access your results and reports online. Phone or video visits may appear as:

- Telephone Appointment
- Microsoft Teams Video Visit
- Microsoft Teams Group Video Visit
- OTN Invite Virtual Visit

If you don't use myUHN Patient Portal and would like to, contact the myUHN Support team.

- Phone: 416 340 3777
- Email: [myuhn@uhn.ca](mailto:myuhn@uhn.ca)

## **What can I expect during my virtual visit?**

### **Phone visit**

- Your care team will call you within 1 hour of the scheduled time.
- If you have Call Display, the call may appear from
  - a full UHN phone number (for example, 416 603 xxxx)
  - 'UNIV HLTH NTWK'
  - an 'Unknown Caller'
  - 'No Caller ID'
- Please answer if you are expecting a call from your health care team to be sure that they can get in touch with you.
- You and your care team will talk about how you're feeling, your questions and next steps in your care plan.

### **Video (video conference) visit**

- You will receive an email with a link to use and instructions on how to connect with your care team at a scheduled time.
- You and your care team will talk about how you're feeling, your questions and next steps in your care plan.
- UHN uses secure video conferencing tools.
- Personal health information discussed during your video conferencing visit is not stored or kept by the software or service in any way.
- If you or your provider have any trouble with the video or audio on your devices, your care team will call you on the phone to complete your appointment.

## Microsoft Teams visit

- Microsoft Teams is one of the tools that UHN uses for virtual visits.
- You will receive an email with the appointment link and information to join your Microsoft Teams virtual visit.

Learn more about [Virtual Visits at UHN using Microsoft Teams](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Microsoft_Teams_Quick_Guide.pdf) ([https://www.uhn.ca/PatientsFamilies/Health\\_Information/Health\\_Topics/Documents/Virtual\\_Visits\\_Microsoft\\_Teams\\_Quick\\_Guide.pdf](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Microsoft_Teams_Quick_Guide.pdf)).

## Ontario Telemedicine Network (OTN) visit

- Ontario Telemedicine Network (OTN) is one of the tools that UHN uses for virtual visits. OTN is secure and private (encrypted).
- If you agree to participate in a virtual visit, UHN will need to provide OTN with your name and email address. Your care team will schedule your virtual visit with OTN.
- You get an email from **do-not-reply-otninvite@otn.ca**
  - Do not reply to the email or send the video conference link or appointment email to anyone.
- This email contains your care provider's name and the date and time of your virtual visit.
- It will also have a link to access your appointment and instructions on using OTN.

Please call your care provider's office if you have any questions regarding your OTN appointment or if you do not receive this email from OTN.

Learn more about [Virtual Visits at UHN using OTNhub](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Using_OTNhub_Quick_Guide.pdf) ([https://www.uhn.ca/PatientsFamilies/Health\\_Information/Health\\_Topics/Documents/Virtual\\_Visits\\_Using\\_OTNhub\\_Quick\\_Guide.pdf](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Using_OTNhub_Quick_Guide.pdf)).

## Email consent and safety

- UHN may also send you appointment information and other general information by email or text, if you have consented to receive information in this way.
- Please do not send emails for urgent symptoms, questions or in an emergency. If you have an urgent medical issue, please call 911 or visit an Emergency Department or Urgent Care Centre.
- Some care areas may send you a follow-up survey after your appointment by email or text. This is to help us to improve the quality of care we deliver. They should let you know about this during your appointment, so check with them that they have your preferred contact details.
  - If you receive a link to a survey and are not sure if it is coming from your care team, please call them to check before clicking on any links.

Electronic communication, including virtual visits and email, may have some risk. Third parties may take over electronic communication and introduce malware, phishing scams, or other unauthorized access.

UHN is not responsible for the security of patients' internet service providers, email domains, personal devices or personal computers.

We suggest that you use your personal email when communicating about your health and not a work email address, as your employer may have the right to inspect your work email.

Use a secure internet connection. Do not use a public internet connection such as at the airport internet café, public library or other open area. Other people may be able to use the link to listen in on your appointment without you knowing.

For more information on how to protect yourself against security risks associated with electronic communication, read [Don't let a phishing attack reel you in](https://www.uhn.ca/corporate/News/Pages/Dont_let_a_phishing_attack_reel_you_in.aspx) (https://www.uhn.ca/corporate/News/Pages/Dont\_let\_a\_phishing\_attack\_reel\_you\_in.aspx).

## **Protecting your privacy**

Your privacy is very important to us at UHN. We protect your privacy during virtual visits in the same way we do during an in-person clinic visit.

This means:

- only the people providing care to you will be present during your appointment
- our discussion during the visit will be documented in your health record, just like an in-person appointment would be

We suggest that you take similar steps to protect your own privacy. This means being aware of your surroundings and who may be able to overhear your virtual visit.

## **Can I decline a virtual visit or change my mind?**

Yes, you can decline or withdraw your consent for virtual visits or communication using email or text at any time by contacting your care provider. Please know that this may lead to delays in your care during this challenging time, as only urgent in-person appointments are being offered in our clinics right now.

## **Can I access an interpreter during my virtual visit?**

Interpretation services are available for all virtual visits. Let your health care team know before your appointment if you need an interpreter.

## Where can I go to ask virtual care questions?

- Phone: 416 340 3777
- Email: [myUHN@uhn.ca](mailto:myUHN@uhn.ca)
- Hours: Monday to Friday, 9:00 am – 5:00 pm

Our team is ready to help you with:

- general questions about virtual care
- how to prepare for a virtual visit, including hardware or software requirements
- clarifying virtual care appointment information in myUHN or appointment reminders
- digital literacy support, including technical virtual care troubleshooting

## Where can I learn more about virtual visits?

- Ontario Telemedicine Network  
Website: <https://otn.ca/patients/evisit>
- [Virtual Visits at UHN using Microsoft Teams: a quick guide](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Microsoft_Teams_Quick_Guide.pdf)  
([https://www.uhn.ca/PatientsFamilies/Health\\_Information/Health\\_Topics/Documents/Virtual\\_Visits\\_Microsoft\\_Teams\\_Quick\\_Guide.pdf](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Documents/Virtual_Visits_Microsoft_Teams_Quick_Guide.pdf))
- UHN Privacy Office  
Phone: 416 340 4800 extension 6937
- myUHN Patient Portal Support Team  
Phone: 416 340 3777  
Email: [myuhn@uhn.ca](mailto:myuhn@uhn.ca)
- [Virtual Care at UHN](https://www.uhn.ca/PatientsFamilies/Virtual_Care) ([https://www.uhn.ca/PatientsFamilies/Virtual\\_Care](https://www.uhn.ca/PatientsFamilies/Virtual_Care))



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