



VIRTUAL CARE CONSENT

Virtual Care Consent is presented as part of an eCheck-in.

All patients with an email on record will receive eCheck-in notifications. Clinics should double check if the patient has appropriate **communication preferences** enabled to receive the eCheck-in notifications (see *1.0 Communication Preferences*).

eCheck-in is sent 48 hours before the appointment. If the patient does not complete the eCheck-in, it will be sent again 24 hrs before the appointment.

Virtual Care Consent expires after one year. It will automatically be presented for renewal during the next eCheck-in.

Contents

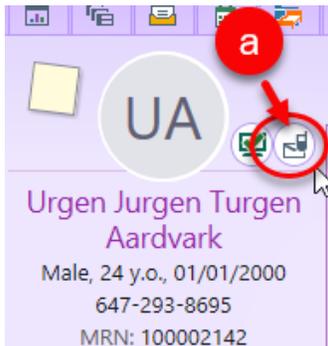
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1.0 Communication Preferences

1.1 Find Communication Preferences

- From the Storyboard**

Click on the patient's **Communication Preferences (a)** icon.



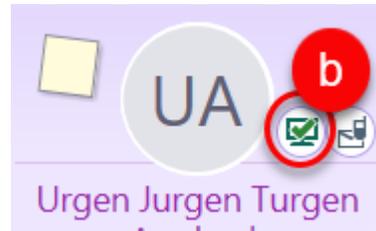
If the patient has no preferences set, the icon will have a red x.



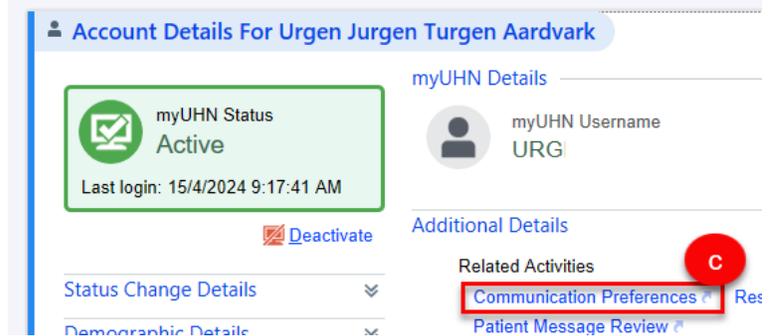
- From myChart Administration**

If the patient has an active portal, click on the **myUHN Status icon (b)** and then on **Communication Preferences (c)**.

You can also search the Hyperspace for “myChart Administration”

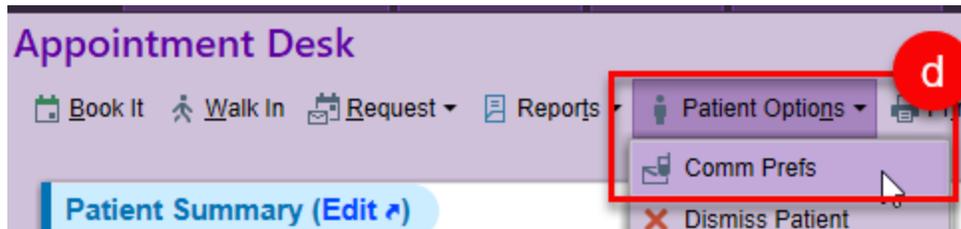


myUHN Administration



- From the Appointment Desk**

Click on **Patient Options** and chose **Comm Prefs (d)**.

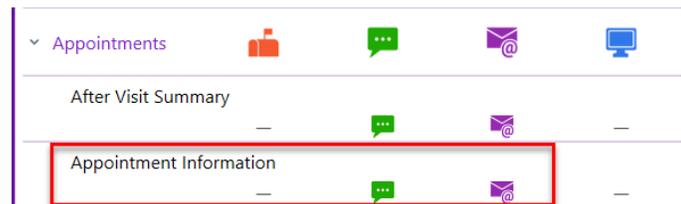


1.2 Review Communication Preferences

Under the **Appointments** heading, find **eCheck-in Notifications** (or **Appointment Information**) and make sure that email or SMS notification options are turned on (**e**).



! Upcoming Changes: Communication Preferences are being reviewed and the current “Appointment Notification” wording will be renamed to “eCheck-in Notifications” for improved clarity.



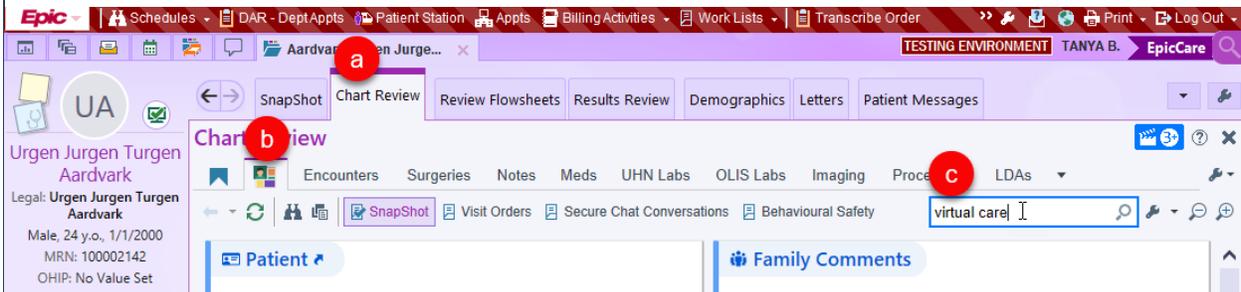
Patients can update their Communication Preferences from their myUHN Patient Portal if they have an active account. They can contact the myUHN Support team at myUHN@uhn.ca or 416-340-3777 for assistance.

UHN staff can update the communication preferences on behalf of the patient if they do not have an active myUHN account.

2.0 Find Virtual Care Consent in Hyperspace

2.1 Virtual Care Consent in Document List

- From **Chart Review (a)** under the **SnapShot** tab (b) search for **“Virtual Care”(c)**



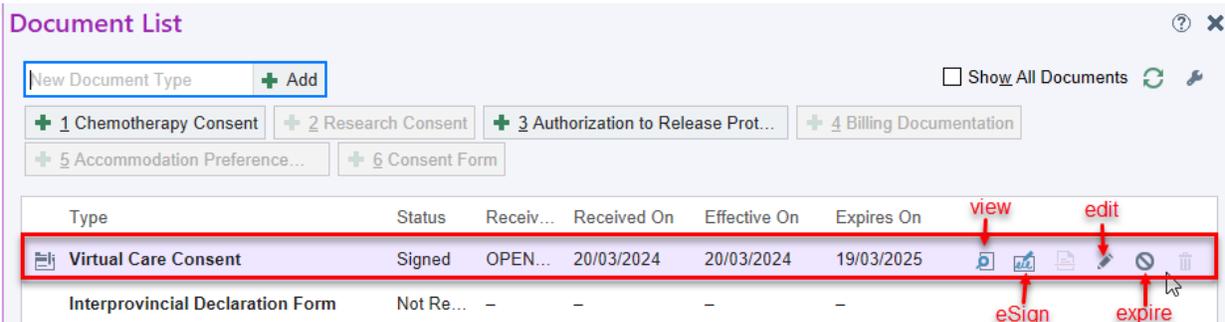
- If the patient has never signed the Consent form, there will be nothing on the record (d)



- If the patient has signed the Consent form, click on **Jump to Document List (e)** to see the document:

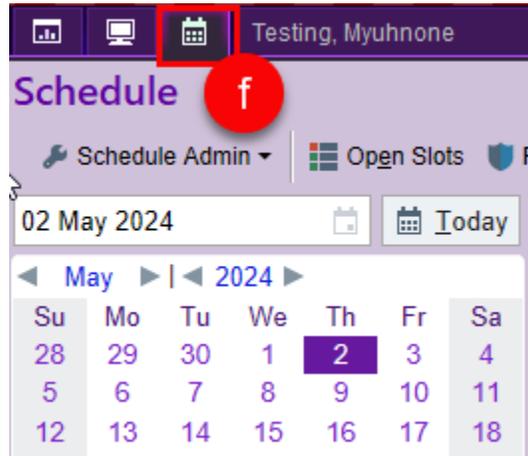


- From this view, you can check the **Expiration Date**, **View** the consent, **eSign** it, **Edit** or set it to **Expire** (if the patient withdraws their consent).

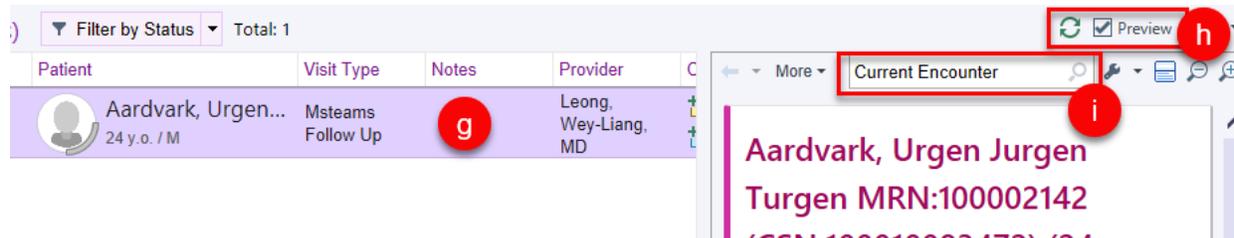


2.2 Virtual Care Consent from the Schedule

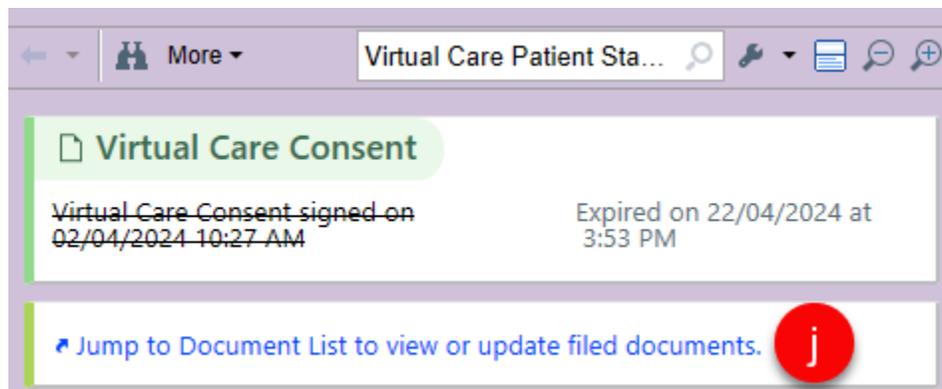
- Click on the **Schedule tab (f)**.



- On the patient list, click once on your **patient (g)** to select the record.
- Make sure the **Preview is checked (h)**. Preview window might appear at the bottom of the schedule, click on the arrow down to change its position.
- Click the **Magnifying Glass (i)** and select **Virtual Care Patient Status** from the list.



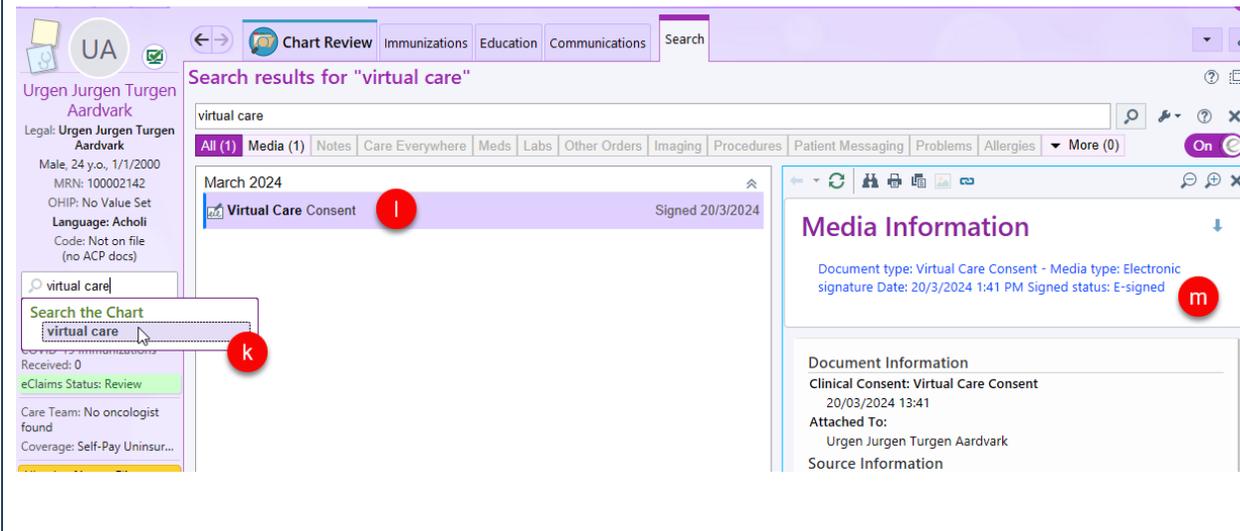
- Patient's Virtual Consent status is displayed. To view more details or edit the consent, click on the **Jump to Document List to view or update filed documents link (j)**.



2.3 Virtual Care Consent in Media Manager

Consent can also be viewed in the **Media Manager** but there are no options to edit or set the expiry date from there.

Search the Chart for **“virtual care” (k)** or go to Media Manager directly from the Chart Review. Click on the **Virtual Care Consent (l)** and then on the document **(m)** if you need to see it.



The screenshot displays the UHN Virtual Care interface. On the left, a patient profile for Urgen Jurgen Turgen Aardvark is visible, including MRN: 100002142 and language: Acholi. The main area shows search results for "virtual care" under the "Media" tab, with a result for "Virtual Care Consent" signed on 20/3/2024. A red circle labeled 'l' highlights this result. A callout box labeled 'k' points to the "Search the Chart" button. On the right, the "Media Information" section shows document details: "Document type: Virtual Care Consent - Media type: Electronic signature Date: 20/3/2024 1:41 PM Signed status: E-signed". A red circle labeled 'm' highlights the document information section.

3.0 Virtual Care Consent Sample

CONSENT FOR VIRTUAL CARE

Your care team at UHN offers virtual visits. During a virtual visit you do not come to the hospital to meet in person. Your care team will contact you using the telephone or through video, using software on a computer or smart phone.

Before you decide whether you wish to participate in virtual visits, please read this important information:

1. Virtual visits at UHN will occur using secure videoconferencing tools.
2. You will receive an email and/or SMS (text message) from your care team that contains information about your virtual visit including the date and time of your appointment. The email and/or SMS (text message) will also contain information on how to join your virtual visit.
 - Please call your clinic if you have any questions about your virtual visit or if you do not receive instructions by email and/or SMS (text message).
3. If there are technical difficulties during the virtual visit, you may be called on the telephone instead.
4. If during your virtual visit, your care provider feels that an in-person visit is required they will speak with you about options to get the care you need.

Authorization - Patient

I am the patient and agree to receive virtual care by UHN.

Signed By (Patient): 
 Electronically signed for Urgen Jurgen Turgen Aardvark at 2024-03-20, 01:41 p.m.

Authorization - Parent/Guardian

I am the parent and/or duly appointed legal guardian of the patient identified above with full parental rights, and agree to virtual care by UHN.

Signed By (Parent/Guardian): 