A Resource for Health Care Providers

Virtual Care Patient Safety Events

> This resource is to support care providers if a patient safety event occurs during a virtual care encounter.

Care delivered virtually must adhere to the UHN Safety Event Reporting and Review policy and processes. Find more details, or report a safety event on UHN Corporate Intranet > Patient Safety Office.
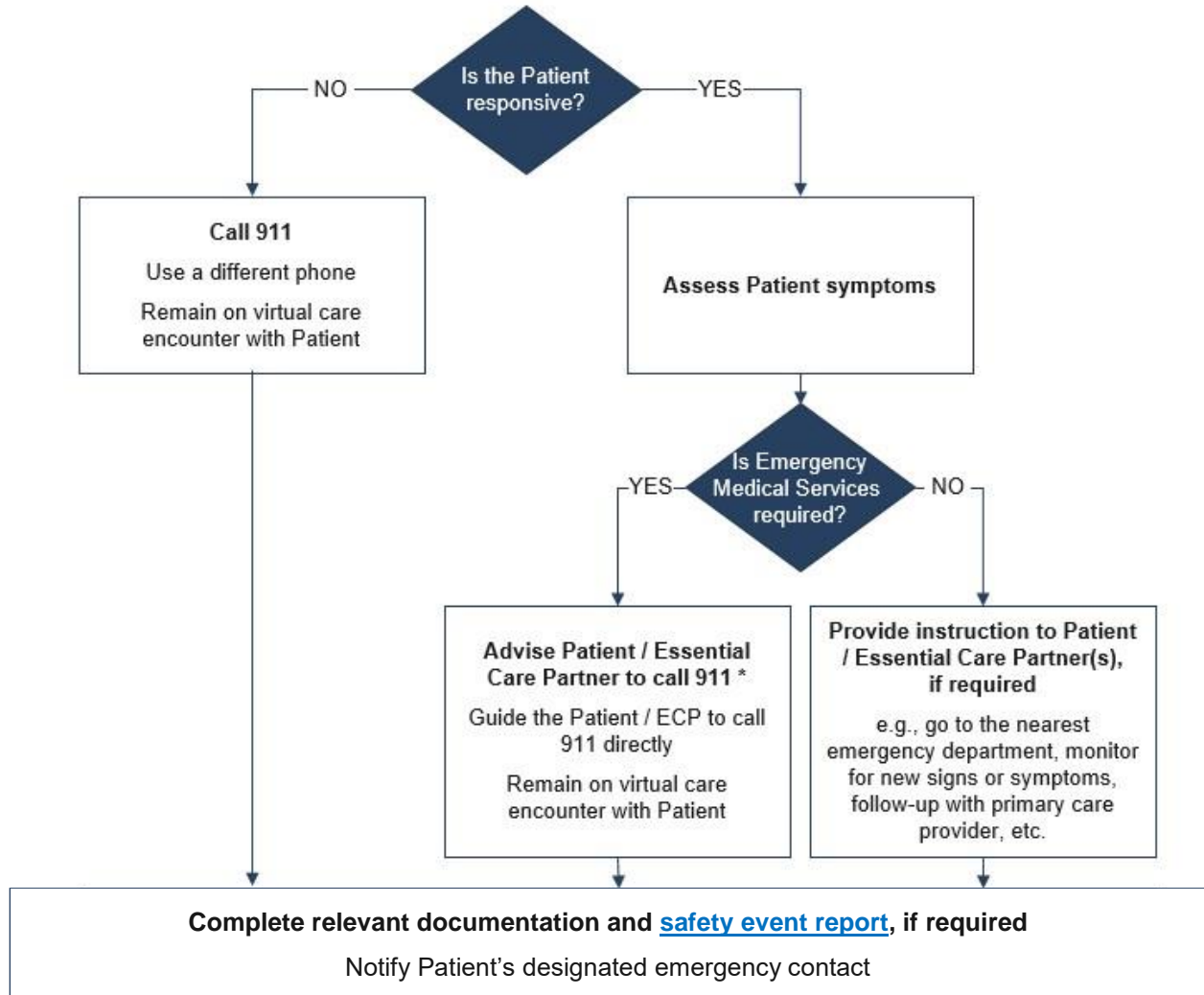
1.0 Virtual Care Patient Safety Event Preparedness

In advance or at the onset of a virtual care encounter, ensure all members of the care team have access to the following information in case of a patient safety event:

☐ **Patient phone number**
  - Number for a phone within arm's reach of the patient during the virtual care encounter

☐ **Patient's current address (if the patient is willing to disclose this information)**
  - Explain to the patient that the location from which they are participating in the virtual encounter from would be used to direct emergency services to them if a safety event occurred
  - Please note patients may be required to participate in the virtual care encounter from Ontario per your profession's regulatory, legal, or insurer bodies / associations

☐ **Emergency contact information**
  - Including name, relationship to patient, and contact information

☐ **Consent for virtual care has been collected**
  - Consent form is being updated with UHN Legal and Privacy to ensure liability of safety events occurring during virtual care are included within the consent process

2.0 Decision Guide for Virtual Care Patient Safety Events

In case of a patient safety event during a virtual care encounter:

*If Patient / Essential Care Partner(s) refuse to call 911, suggest they contact the below resources (if appropriate) and document accordingly.

a. Non-emergency first responder line (Toronto local non-emergency number is 416-808-2222),
b. Health811 (formerly Telehealth) (Call 811 / TTY 1-866-797-0007), or
c. Primary care provider

Clinical areas are encouraged to develop protocols tailored to the patient population served

•   Care Providers delivering virtual care within the Toronto Rehab Brain Rehabilitation Program should utilize the Medical Event Protocol in The Toronto Rehab Telerehabilitation Toolkit for Outpatient Rehabilitation Programs [i]

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[i] *Toronto Rehabilitation Institute (2022). The Toronto Rehab Telerehabilitation Toolkit for Outpatient Rehabilitation Programs. 2nd Edition. Toronto Rehabilitation Institute - University Health Network: Toronto.*