

Policy

It is CommuniCare Therapy policy to provide patient centred care at all times including the provision of care through Zoom Virtual Care Technology.

It is CommuniCare Therapy policy that the provision of care using virtual care technology be consistent with and align with the Virtual and Tele-Practice recommended guidelines of each allied health Ontario Professional Regulatory College.

It is CommuniCare policy to provide virtual care via FaceTime only where approved by contracting partners and as a complement to in person face to face care.

It is CommuniCare policy that virtual care be provided securely by trained clinicians to protect patient privacy and safety during care delivery.

It is CommuniCare policy to apply all other relevant policies and procedures (e.g. privacy, patient centered care, informed consent etc.) to virtual care delivery.

It is CommuniCare policy that all clients will be informed of their care delivery options and will be permitted to refuse to participate in tele-practice or virtual video care platforms without repercussions.

It is CommuniCare policy that informed consent for client/family participation be obtained for all service delivery to be provided using Virtual Care technology.

Procedure

Clinicians must follow this P&P and the P&P on Virtual Care (449) to ensure that informed consent is received and documented, and that all administrative and technology controls are in place to ensure the video visits are confidential and secure.

Clinicians must ensure that their Apple device is current with the most recent software version installed.

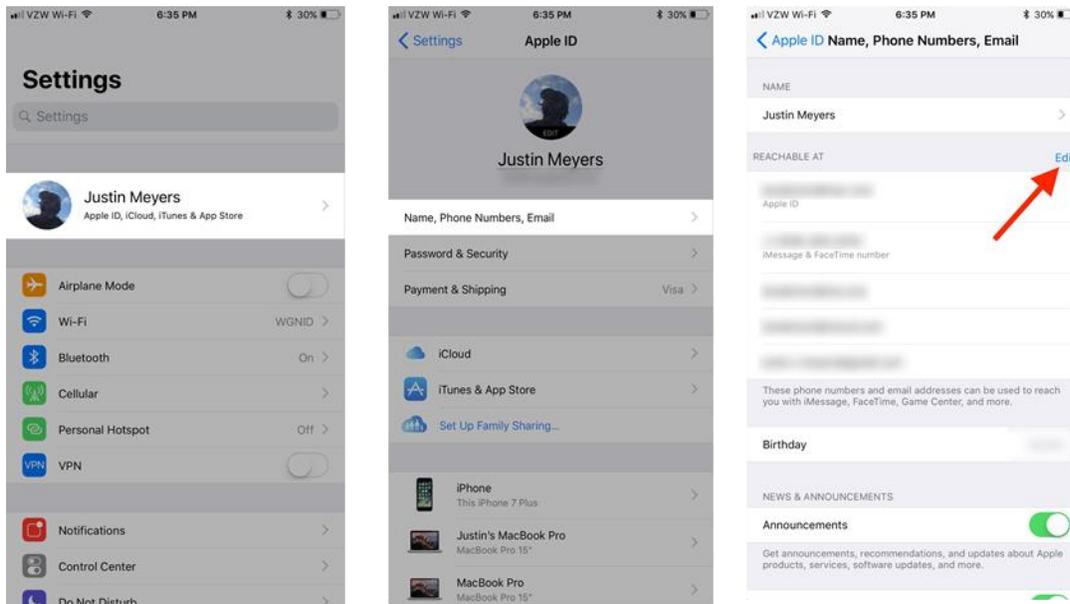
To ensure that a clinician's private email and phone number are not disclosed to a client the following steps should be followed.

Setting Your FaceTime Caller ID on an iPhone

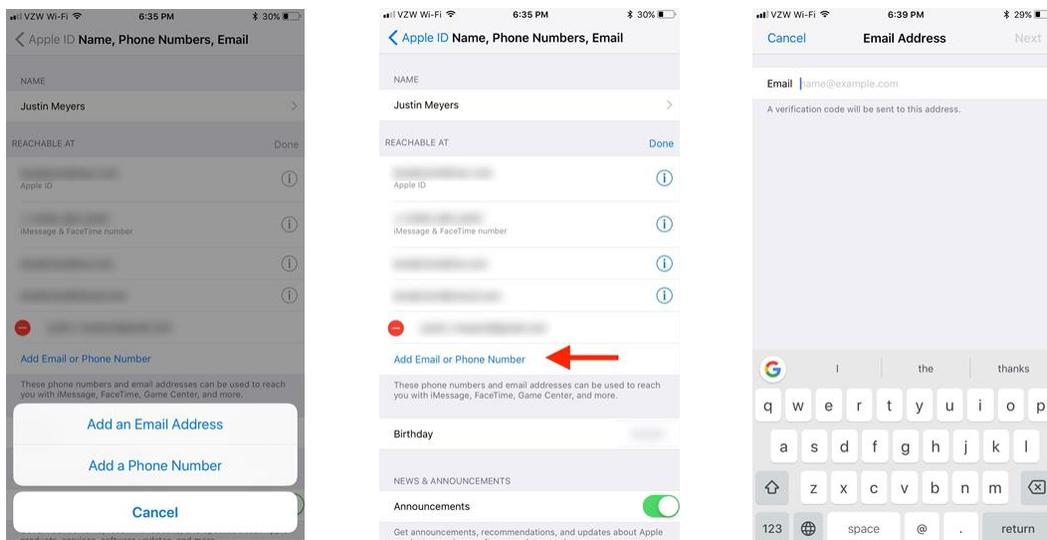
On your iPhone, open the Settings app, then tap on "FaceTime" to view its available preferences. In the FaceTime settings, you'll see a section called Caller ID, and only one from the list will be check marked. It's likely set to your iPhone's phone number but could also be your Apple ID email address if you've never set up a phone number on the device.

Tap one of the other emails in the list to make it show up whenever you make a FaceTime call. As long as it's check marked, this email will be used. If your CommuniCare email address is not in the list of selectable emails, you need to add that email to FaceTime first.

If you're running iOS 10.3.x, iOS 11, iOS 12, or iOS 13 on your iPhone, open up your Settings app, tap on your name at the top, then hit "Name, Phone Numbers, Email," followed by "Edit" next to "Reachable At".



Next, choose "Add Email or Phone Number" at the bottom of the Reachable At list, then select "Add an Email Address" from the prompt. Note that you can enter in phone numbers here, do not do this.

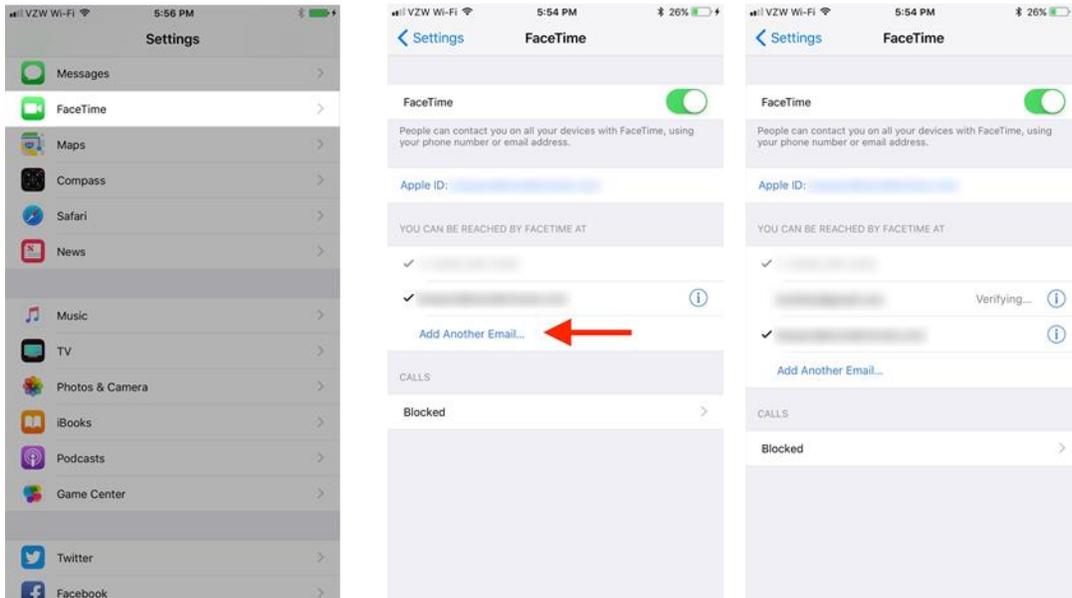


Apple will send a verification email to the email address you specified. When the email is received, input the 6-digit code onto your iPhone's screen.

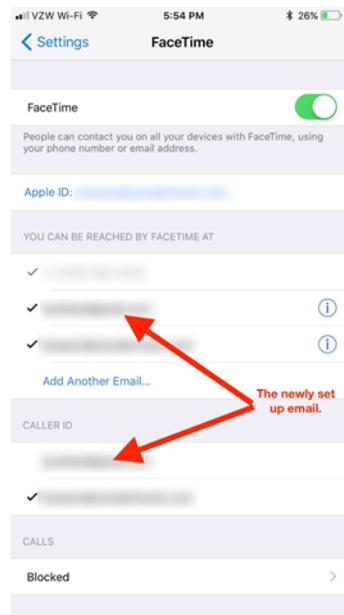
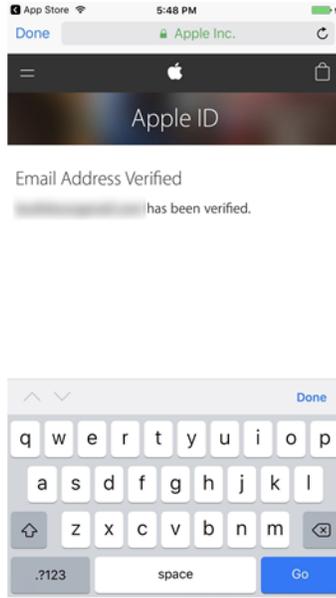
Shortly afterward, there will be a pop-up asking to "Add '[email address]'" for iMessage and FaceTime." Select "No" so that your CommuniCare email is not used with iMessage. Go back to settings for FaceTime and check mark the new email you just added (see below)

iOS 10.2.1 & Under

Open your iPhone's Settings app, then select "FaceTime" from the list. In the FaceTime settings, tap on "Add Another Email" under the "You Can Be Reached by FaceTime At" section. Input the CommuniCare Therapy email address, then press "Return" on your keyboard. Apple will send an email to the address for security purposes and to associate the email with your Apple ID account.



In the email from Apple, tap on "Verify" to open the verification page in your web browser, then submit your Apple ID password. Once submitted, the "Verifying" indicator next to the email address in the FaceTime settings will disappear, and the email will be check-marked and will also appear as an option for your FaceTime caller ID.



Related Documents

- Informed Consent for Virtual Care Checklist
- Virtual Care Tips and Tricks

Related Policies & Procedures

- Privacy 421
- Virtual Care 449