

Selecting a Virtual Care Tool - FAQ

Q. What are my options for providing virtual care?

Virtual care can be provided through two main options:

- Telephone calls with a patient
- Virtual care tools that provide a secure video conferencing platform

Q. Which virtual care tool should I choose?

The Pandemic Virtual Care Assessment fee code has been approved for any virtual care tool.

The Government is recommending CISCO Jabber application, which is available to physicians at no cost through the Newfoundland and Labrador Centre for Health Information (NLCHI). CISCO Jabber has been rigorously evaluated by NLCHI, and meets acceptable standards of privacy and security. NLCHI offers full technical support and training for physicians using CISCO Jabber.

Physicians using the Med Access EMR should consider using Health Myself, a patient portal with videoconferencing that launches from the patient's record, or Virtual Visits which also launches from the patient's record. Both are available through Telus and will be free for four months.

There are other virtual care platforms on the market that will vary with respect to cost, functionality, privacy and security, workflow and user interface.

There are also differences in the device requirements to run a tool (e.g. Windows operating system only) and whether any downloads are required (web-based vs. app-based), which can impact workflows and accessibility.

Q. What are the main things to consider when selecting a vendor?

- The security of the solution,
- The ease of use for both the physician and the patient, and
- The availability of support (is it in NL, Canada, or the US?).

Please review the vendor website to determine which one is best suited to your needs. If the tool that you are using does not record consent electronically, please be sure to obtain or document consent.

Q. What are the essential pieces of equipment that I will need to support virtual care in my office?

For a video-based virtual visit the computer, laptop, tablet, or smart phone you are using needs to have:

- Webcam
- Microphone
- Speaker
- Headsets are recommended for both phone and video

Q. How secure are virtual care tools?

Most companies offering videoconferencing for medical services go through strenuous risk assessments by health organizations before they are approved for use by the organization. When selecting a videoconferencing tool look to see if it has been approved for use in a Canadian province or hospital or is compliant with Canadian privacy legislation.

When using a telephone for a virtual visit a landline phone is generally the most secure, although there is minimal risk of hackers intercepting phone calls when using a cell phone or handset not attached to a landline?

Q. Do you have any information on the approximate costs for the various virtual care solutions?

Virtual Care pricing varies depending on a number of factors including number of licenses, usage (e.g. number of participants or duration of services allowed), service model, customization, etc

For tools that are not free, you will need to contact the vendor directly for a personalized quote. Be sure to also ask about other services that the vendor may charge for, such as IT support and training, custom reporting, and data analytics, as these costs can also vary among vendors.

Q. What are some videoconferencing tool options?

For Information Purposes

Physicians may use whichever secure video solution that works best for them and their patients. While there are many choices in the marketplace, below are a selection of tools that are recommended for used in Newfoundland and Labrador as well as some in use in other Canadian jurisdictions.

- [Cisco Jabber](#) – this is a free product available through the Newfoundland and Labrador Centre for Health Information, it is supported by NLCHI and is used in the RHA Telehealth programs
- [TELUS Heath – Med Access Users.](#)
There are two products available that integrate with Med Access. These are supported by Telus.
 - Health Myself
 - Virtual Visits
- There are many other platforms physicians can use for videoconferencing. The physician is responsible for doing the due diligence on any product they select for ease of use and the privacy and security of the tool. This is a random selection of other tools.
 - [Reacts](#)
 - [Livecare](#)
 - [Medeo](#)
 - [Doxy.me](#)
 - FaceTime - Apple
 - [Think Research](#)
 - [Zoom Enterprise](#)
 - [drCalls](#)