



Virtual Services Benefits & Considerations

The use of virtual services includes telephone, text message, e-mail, and / or videoconferencing via Ontario Tele-Medicine Network (OTN) or Zoom for Health Care for the purpose of providing services to clients remotely.

The Ontario Tele-Medicine Network and Zoom for Health Care are secure and confidential videoconferencing platforms that are recognized as PHIPA compliant. Woodview will take all reasonable precautions to ensure that any videoconference sessions to clients are not misdirected or otherwise become available to unintended parties.

In addition to the many possible benefits and things to consider before becoming involved with services at Woodview, there are additional benefits and considerations that are specific to receiving services virtually.

Benefits specific to virtual services:

- Allows Woodview staff to stay connected with their clients and families remotely
- Allows family members and/or caregivers to be involved in the session
- Increases access for remote, rural, or homebound clients
- Facilitates deeper understanding of the client's home environment
- Ability to run individual and group sessions

Considerations specific to virtual services:

- Depending on the device or method of communication, technical difficulties can arise unexpectedly and there may be time spent troubleshooting at the beginning of the first / each session
- Videoconferencing requires a compatible device and a reliable WIFI connection
- Although the Ontario Tele-Medicine Network and Zoom for Health Care are secure videoconferencing platforms, the use of unsecured wireless networks should be avoided for all videoconferencing to ensure security and privacy
- Internet browsing and passwords may be saved on shared devices which may limit privacy of the information
- Unauthorized individuals in the home may be within earshot of the session
- Electronic messages (e-mail) are not encrypted and confidentiality cannot be guaranteed. Messages can be inadvertently misdirected or intercepted by unintended parties

Please feel free to discuss any issues or concerns you may have. We hope that Woodview provides a positive experience for you and your family.