SK Virtual Visit Technical Requirements

Introduction

SK Virtual Visit has developed and deployed a purpose-built medical video conferencing solution for clinical use in Saskatchewan. This solution is stand-alone, without the need for additional purchasing or licensing of any other software. Through the use of SK Virtual Visit, the Government of Saskatchewan (GOS) will be providing patients and caregivers with an easy to use and intuitive Virtual Visit solution that functions on IOS, Android and WEB.

Browser Support

- **Chrome** Browser may be used (Version 56 or higher)
- **Edge** Browser may be used (Version 79 or higher)
- **Firefox** Browser may be used (Version 44 or higher)
- **Safari** Browser may be used (Version 11 or higher)

  NOTE: Internet Explorer is not supported.

Device Requirements

- A clinical user shall have a computer or laptop with all operating systems and browser updates installed (Windows 10 or higher or OS X Sierra or higher).
- A patient user shall have a smart phone, tablet, laptop or computer with all operating systems and browser updates installed (Android 6.0+ or iOS v11 or higher).
- **Mobile device** version of the application is not supported for clinicians yet.
- A video (camera) with h.264 or VP8 support is required.
- An audio (microphone, speaker or headset) device shall be connected. A Bluetooth or detachable headset/mic may be required if the electronic device does not have these built-in features.

Bandwidth Requirements - Video Quality

- The SK Virtual Visit application targets a video quality of 640 x 480 @30fps if < 600 kbps, though video quality scales depending on available bandwidth (Acceptable quality is 320x240 @ 30fps if < 300 kbps), if quality issues occur, please run Pre-call Test to confirm available bandwidth.
- Simulcast enabled to ensure that if one participant requires lower quality video based on low bandwidth, other participants are unaffected.

Data Encryption and Storage

SK Virtual Visit uses Amazon Web Services (AWS) as its cloud provider. The GOS production environment has a dedicated AWS account, where all resources are isolated using a Virtual Private Cloud (VPC). Roles and access are managed by AWS's Identity and Access Management (IAM). All network traffic inside the VPC is logged. AWS's logs are continuously monitored for malicious activity and unauthorized behavior.

All data is encrypted in transit and encrypted at rest. There are additional layers of encryption to some personal health information (PHI) like any text messages shared between providers and patients among other PHI.