

Virtual Care Standard of Care

eHealth Saskatchewan and its partners are committed to the following principles:

Privacy

- ✓ All information during the appointment is strictly confidential. You have the following rights in accordance with Provincial, Federal, and Regional legislation:
 - ✓ To know all people attending your appointment (both patient and provider site) and the reasons for their attendance.
 - ✓ To request that any person not stay in attendance, keeping in mind that it may influence the consult process.
 - ✓ For other Privacy related concerns, email: PrivacyandAccess@eHealthSask.ca
- ✓ If you are using a personal device for your virtual appointment, you are responsible to ensure that you are in a private space.

To Inform You

- ✓ You will be informed on how the video conferencing equipment functions.
- ✓ If you are using your own device, you will receive instructions on how to use the Virtual Care application.
- ✓ If you are not comfortable with the use of the virtual care technology or are concerned that it is not meeting your health care needs, you have the right to request an in person visit.

A Safe & Appropriate Environment

- ✓ Your health care provider may request a local staff member to remain in the room for assistance.
- ✓ Your local staff member will follow your organization Infection Control policies and guidelines.
- ✓ You will be treated with respect and dignity during your virtual appointment.

Addressing Concerns

If you experience any problems during the virtual appointment, you may express your concerns through the following processes:

- ✓ Discuss with your health care provider.
- ✓ Contact your Quality Care Coordinator for your organization.