

Patient Information Sheet for Individual Video Appointments

What Can I Expect During my Video Appointment?

- All video appointments use CAMH-approved videoconferencing platforms (Ontario Telemedicine Network or Cisco Webex) to ensure privacy and confidentiality.
- Your CAMH clinician and the clinic will strive to deliver the same quality of care as with in-person appointments.
- If technology problems or questions arise, you or the CAMH clinician can discontinue the video appointment at any time.

Who will be Present?

- With your consent, a family member, friend or support person may be present.
- Because CAMH is a teaching hospital, residents, medical students, or other learners may be present. All learners will identify and introduce themselves.
- There may be other CAMH personnel present to provide technical or set-up support. They will introduce themselves, identify their role, and wear their CAMH identification.

What Do I Need to Know about Privacy, Confidentiality, and Consent?

- While all video appointments take place over a secure encrypted network, there are still potential risks, including: interruptions, unauthorized access, and technical difficulties. There may also be situations in which data from videoconferencing software will have to be re-routed outside of Canada to continue the appointment without disruption.
- In order to protect your privacy, please join the appointment from a private location, and do not share the videoconference link with others unless previously discussed with CAMH.
- The session may NOT be recorded by you or by any other participants that have been invited to join the appointment (e.g., family member, friend or support person). Photos or screenshots are also not permitted.
- As part of the consent process, the CAMH clinician will verify with you that they will also NOT be recording the videoconference. There are some situations in which appointments are recorded, but this will ALWAYS be reviewed with you, and you will have to provide consent in order to allow this recording.
- You have the right to withhold or withdraw consent to the use of video appointments at any time during the course of your care at CAMH. You can withdraw consent by contacting the CAMH personnel who scheduled your appointment, or by informing your CAMH clinician.
- CAMH is a teaching and research hospital. Authorized CAMH personnel may contact you to participate in a research study. If you agree, you will always be asked for your consent to participate. It is also your right to decline before any further research activity occurs. Your decision will not affect the quality of your care at CAMH.
- You will be asked to show government issued ID on your first visit and two identifiers (e.g., full name, date of birth) on subsequent visits.

What Should I Know About Safety?

- Please ensure that you remain at the same location for the duration of the appointment. Do not use a moving vehicle for an appointment.
- Your address and contact information will be verified at the time of your appointment.
- If your CAMH clinician is concerned for your safety or the safety of others, or in the event of an emergency, CAMH may contact you directly, or may be required to notify your emergency contact or local emergency services.

What Do I Need to Have Prepared Before Attending My First Video Appointment?

Equipment	Health Information
<ul style="list-style-type: none"> ○ High-speed internet ○ Personal device - computer, tablet, or smartphone ○ Webcam (if not built into personal device) ○ Headphones (if not in a private space) 	<ul style="list-style-type: none"> ○ Health card or another piece of government-issued identification ○ Physical address where you will be located during the appointment ○ Telephone number ○ Emergency contact name and telephone number

- Please avoid engaging in behaviours you would not otherwise do in person (e.g. smoking cigarettes, using drugs/alcohol, texting, etc.) during the videoconference.

Who Do I Contact with Questions?

- If you have questions about your appointment or require technical support, please contact the CAMH clinic your appointment is scheduled with for assistance.
- If you have a concern or complaint about any aspect of your experience at CAMH, have a suggestion regarding how we may improve upon the services provided at CAMH, or wish to express thanks or gratitude towards a CAMH staff member, physician, or volunteer, please contact the CAMH Client Relations Office.
 Phone: 416-535-8501 ext. 32027 / Email: client.relations@camh.ca

User Guides:

[OTN GuestLink Information for Patients](#)

[Cisco Webex Meetings – User Guide for Clinical Virtual Visits](#)