

## Patient Information Sheet for Video Groups

### How Do Video Groups Work?

- All video groups use CAMH-approved videoconferencing platforms (Ontario Telemedicine Network or Cisco Webex) to ensure privacy and confidentiality.
- Your group facilitator(s) and the clinic will strive to deliver the same quality of care as with in-person groups.
- Facilitators may slightly modify the content or structure of the group in order to enhance delivery through a virtual platform.
- If technology concerns arise, a group facilitator may contact the participants affected. If technology concerns continue, the group facilitator(s) may choose to end the group session.
- Participants are asked to notify the group facilitator(s) if they need to leave the group session.
- Group norms and privacy principles will be followed. If there are concerns with either of these, the facilitator(s) may end a group session.

### Who will be Present?

- CAMH group facilitator(s) wearing CAMH identification.
- Those participants registered for the video group.
- With each participant's consent, a support person may be present (e.g., interpreter). Family members would not typically join a group unless the group is for both clients and family members.
- 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 the video group session takes 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 session without disruption.
- In order to protect the privacy and safety of group participants, please join and remain in the session from a private and fixed location, and do not share the videoconference link with others.
- The group session is not permitted to be recorded by you, or any other group participants. Photos or screenshots are also not permitted. Although these activities are not authorized, there is a small risk that somebody on the call could be recording, taking photos or screenshots.
- There are some situations in which the CAMH provider MAY record the session but you will ALWAYS be informed of this, and you and other group participants will have to provide consent to allow this recording.
- Participants should not disclose any information shared within the sessions, including

names or any other identifying information.

- You have the right to withhold or withdraw consent to the use of video group sessions at any time during the course of your care at CAMH. You can withdraw consent by contacting the CAMH personnel who scheduled your appointment, the group facilitator(s), or your CAMH clinician.
- If a facilitator 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.
- 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 facilitators will privately ask you to confirm two identifiers (e.g., full name, date of birth) on subsequent visits.

### What Do I Need to Have Prepared Before Attending My First Video Group Session?

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

- Be prepared to attend your video group session the same way you would attend an in-person appointment.
- Please avoid engaging in behaviours you would not otherwise do in person (e.g. smoking cigarettes, using drugs/alcohol, texting, etc.) during the video group.

### Who Do I Contact with Questions?

- If you have questions about your group or require technical support, please contact the CAMH clinic your group 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](mailto:client.relations@camh.ca)

### User Guides:

[OTN GuestLink Information for Patients](#)

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