

Date: Thursday, May 7, 2020

To: Everyone @ HHS

From: Bruce Squires, President, MCH; VP, Women's and Children's Health; and Co-Chair, Virtual Care Task Force
Dr. Rob Lloyd, Medical Director, HITS; and Co-Chair, Virtual Care Task Force
Duane Bender, Interim VP, HITS

Subject: **Updated Materials/Opportunities for Virtual Care**

The Virtual Care Task Force is responsible for identifying, resourcing, and coordinating opportunities to provide virtual care to ensure patients continue to receive treatment in a safe environment during the COVID-19 pandemic.

We are working hard to support care providers and improve patient and family experience during this challenging time.

What's New?

Development and implementation the HHS Virtual Care Standard Operating Procedures (SOP)

- This document outlines requirements to be followed when using virtual care modalities for virtual visits (*Click [HERE](#) to review*)

Approval of three modalities for virtual care visits

- Zoom Healthcare (Audio and Video) - **NEW**
- OTN – Ontario Telemedicine Network (Audio and Video)
- Telephone (Audio)

Please note that the SOP contains information on obtaining access to these modalities and expected operational practices associated with the use of these approved modalities.

Our Task Force is inspired by the innovation demonstrated by our teams around virtual care and we will continue to explore new opportunities based on feedback from staff and physicians.

If you are exploring a virtual care solution of any kind, please send a request to Nate Vandendool, vandendn@hhsc.ca, ext 72267 to begin the process of having your project/implementation reviewed by the Virtual Care Task Force.

Thank you for your support to improve virtual care for our patients at HHS.
