

TEHN Website Changes to Reflect Virtual ED Software Transition

1. <https://www.tehn.ca/programs-services/emergency/virtual-emergency-department>

***the above link will take you to where the below screen shot is from. ***

HOW DO I BOOK A VIRTUAL EMERGENCY DEPARTMENT APPOINTMENT?

To book a virtual emergency department appointment, patients will need to:


- Complete the pre-registration form to confirm their eligibility.
 - Eligible patients will be directed to a custom registration page for MGH's Virtual Emergency Department on the virtual care platform called Maple.
- Follow the steps on Maple to schedule an appointment with an MGH emergency physician.
- Appointment confirmation details will be sent to you by email.

Please note that patients must be currently located in Ontario to book their appointment.

Change

- First bullet point remove “on the virtual care platform called Maple.”
 - Bullet 2 – change to – Follow the booking steps to schedule an appointment with an MGH emergency physician
2. <https://www.tehn.ca/programs-services/emergency/virtual-emergency-department>

HOURS

 Appointments can be made between 12 p.m. to 8 p.m., seven days a week, including holidays

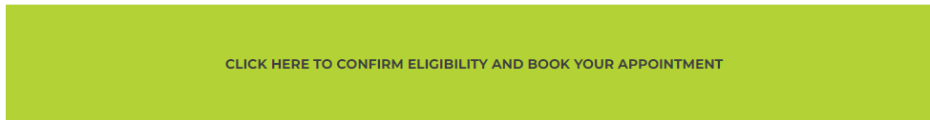
CONFIRM ELIGIBILITY AND BOOK AN APPOINTMENT

Change: the confirm eligibility button will direct to the Verto booking not the tehn pre registration page.

- This confirm eligibility button directing to the tehn website pre-registration form (<https://www.tehn.ca/virtual-emergency-department-appointment-pre-registration-form>)
 - This link will be removed as patients will no longer need to do this
- Have the web button direct to our verto booking page here: <https://tehn.vertoengage.com/generic-open-clinic?key=mgh-virtual-ed>
 - ****note link is not live until July 5th.**

3. <https://www.tehn.ca/programs-services/emergency/virtual-emergency-department>

Please note that patients must be currently located in Ontario to book their appointment.



FREQUENTLY ASKED QUESTIONS

Change

- Same as change 2 – the confirm eligibility button will direct to the Verto booking not the tehn pre registration page.
- After clicking confirm button, change directing link to <https://tehn.vertoengage.com/generic-open-clinic?key=mgh-virtual-ed>

4. <https://www.tehn.ca/programs-services/emergency/virtual-emergency-department>

^ **How is patient privacy protected during a virtual emergency department appointment?**

MGH's Virtual Emergency Department uses a virtual care platform called Maple. Maple's privacy policies comply with applicable legal and regulatory requirements including both The Personal Information Protection and Electronic Documents Act (PIPEDA) and Ontario's stringent Personal Health Information Protection Act (PHIPA). **Click here to review Maple's privacy policy.**

To help us keep your information safe and secure, you can do the following:

- Understand that emails, calls or texts you receive are not secure in the same way as a private appointment in an exam room. Use a private computer/device (i.e. not an employer or third party computer/device), secure accounts and a secure Internet connection. For example, using a personal and encrypted email account is more secure than using an unencrypted email account. Access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.

Change:

Comment [IM1]: Approved by Privacy Officer

Current

MGH's Virtual Emergency Department uses a virtual care platform called Maple. Maple's privacy policies comply with applicable legal and regulatory requirements including both The Personal Information Protection and Electronic Documents Act (PIPEDA) and Ontario's stringent Personal Health Information Protection Act (PHIPA). **Click here to review Maple's privacy policy.**

Proposed

MGH's Virtual Emergency Department uses a virtual care platform called Verto to book appointments and Zoom for Healthcare to host the video visits. Both Verto and Zoom privacy policies comply with applicable legal and regulatory requirements including both The Personal Information Protection and Electronic Documents Act (PIPEDA) and Ontario's stringent Personal Health Information Protection Act (PHIPA).

Click here to review Verto's privacy policy. – hyperlink: <https://verto.health/privacy-policy/>

Click here to review Zoom's privacy policy. – hyperlink:

[https://explore.zoom.us/docs/doc/PIPEDA PHIPA%20Canadian%20Public%20Information%20Compliance%20Guide.pdf](https://explore.zoom.us/docs/doc/PIPEDA_PHIPA%20Canadian%20Public%20Information%20Compliance%20Guide.pdf)