

Virtual Care Resources for AHS Physician Preceptors and Medical Learners, June 2020

AHS Resources

Note: Links may become disabled when documents are updated or changed

[Virtual Health on Insite](#)

See the Insite page for many additional resources

[AHS Virtual Health External Webpage](#)

Zoom Accounts

[Zoom Support Kit for AHS Clinicians](#)

An overview of AHS Zoom for Virtual Care; Basic vs Advanced accounts; links to key resources

[Activate your AHS Zoom Account](#)

Direct link to activate AHS Basic Zoom account (requires albertahealthservices.ca email address)

[Advanced Account Provision – Clinical Care](#)

Discusses provisioning of Advanced accounts; phone vs Virtual Care algorithm; request process

[Advanced Account Request Form – Clinical Care](#)

Sample Workflows

[Clinician to Patient Workflow](#)

[Zoom Admin Schedules for Clinician - Advanced Workflow](#)

Clinical Tools

[Healthcare Professional Considerations in Virtual Care](#)

Includes considerations for Virtual Care; responding to Patient emergencies during Virtual Care; out of province care; links to professional Colleges related to use of Virtual technologies

[Connect Care Physician Manual – Virtual Health](#)

An Informative document covering various forms of Virtual Care; links to policy and tip-sheets

Clinical Tools (cont.)

[Zoom Screening Tool](#)

Clinical and Technical consideration to help determine if a Zoom Virtual Visit is an appropriate option

[Scheduling and Joining a Zoom Meeting](#)

Information on scheduling Zoom meetings; distribution of appointment details; joining a Zoom meeting; Patient support information

[Guide to Email Encryption](#)

[InfoCare Decryption Instructions](#)

Patient Verbal Agreement to Virtual Care Patient Agreement (Consent) to Participate in Virtual Visits What Clinicians Need to Know

Information to communicate to Patients about Virtual Care; process of obtaining verbal agreement to proceed with the Virtual Visit using technology

[Connect Care FAQ](#)

[How Can Patient Consent to Virtual Care be Facilitated?](#)

Starting the Virtual Visit

[Connect Care FAQ – Virtual Visit Check-In](#)

[Provider and Patient Identity Verification](#)

Patient Tools

[Zoom Patient Support Tool](#)

[Learn about Virtual Visits for Healthcare](#)

Describes the benefits and limitations of Virtual Care; preparing for a Virtual Visit

Recording During Virtual Health Sessions

[Recording Virtual Health Appointments](#)

Infection Prevention and Control

[Infection Prevention and Control in Virtual Care](#)

Other Useful Resources

Virtual Care: Recommendations for Scaling Up

Virtual Medical Service Report of the Virtual Care Task Force of the Canadian Medical Association, College of Family Physicians of Canada and Royal College of Physicians and Surgeons of Canada (2020)

<https://www.cma.ca/sites/default/files/pdf/virtual-care/ReportoftheVirtualCareTaskForce.pdf>

Tips for Supervising Family Medicine Learners Providing Virtual Care

College of Family Physicians of Canada (2020)

<https://portal.cfpc.ca/resourcesdocs/en/Supervision-of-FM-Learners-for-Virtual-Visits-final.pdf>

Telemedicine: The Essentials

Created by Drs. Mylene Arsenault, Barbara Evans, Mark Karanofsky, Juan Gardie and Michael Shulha based on guidelines from the CMPA, CMQ, College of Physicians and Surgeons of British Columbia, College of Physicians and Surgeons of Ontario for the Herzl Family Practice Centre, Jewish General Hospital, Montreal, Qc. McGill University Department of Family Medicine (Version 1.3, 2020)

https://www.cfp.ca/sites/default/files/pubfiles/PDF%20Documents/Blog/telehealth_tool_eng.pdf

FMRAC Policy on Telemedicine (update June 2010)

Federation of Medical Regulatory Authorities of Canada

http://fmrac.ca/wp-content/uploads/2014/02/FMRAC_Policy_on_Telemedicine_June2010.pdf
Text

Technical Supports

- Non-urgent AHS technical support for Zoom, email ahszoom@ahs.ca
- Urgent Zoom technical support, call Zoom Customer Support with your Zoom Meeting ID: 1-888-799-9666, ext. 2
- Technical questions regarding Outlook, call AHS Information Technology: 1-877-311-4300