

Welcome to Reg Talks Virtual Care Webinar



We will carry out a sound check 5 minutes before the start of the webinar. Until then, you will not hear us.

Tips for a good webinar experience:

- Close any other internet sites, email etc.
- If your wifi is not stable, consider hard-wiring in for the session
- Check your speakers for sound
- If you experience any technical issues – not to worry! The session will be recorded and available for on demand viewing. You may contact us with questions anytime at practicedirector@collegedietitians.org or +1-595-1725 ext 297

July 2020



1

What is Virtual Care?



2

Session Overview

Considerations when providing virtual care

- Technology
- Consent
- Privacy and Confidentiality
- Record Keeping and other Considerations
- Questions and Answers



3

Principles



CODE
OF ETHICS

STANDARDS &
GUIDELINES

LEGISLATION &
BY-LAWS



4

1. Technology



5

Technology

- **How easy is the technology to use (client and RD)?**
 - Technical competence – knowledge and skill
- **How to keep client information private and secure?**
 - What are the benefits, risks and limitations?
- **What is the client's interest/desire/comfort for virtual care?**
- **What is available and what is their history of use?**



6

Scenario:



A dietitian in private practice is exploring platforms to offer virtual care (video visits). They hear from a colleague that Zoom Healthcare is a good option.

How might the dietitian handle this?
College of Dietitians of Ontario

7

Being Proactive, Reactive and Adaptive



Research Platforms, Seek Guidance and Develop Policies

College of Dietitians of Ontario

8

Taking Reasonable Steps to Ensure Good Technology Practices



College of Dietitians of Ontario

9

Resources

[Information and Privacy Commissioner of Ontario](#)

Legal Counsel – [Law Society of Ontario Referral Service](#)

Information Technology Experts

Professional Associations – [Dietitians of Canada](#)

Professional Liability Insurance Provider



10

2. Consent



11

Scenario:

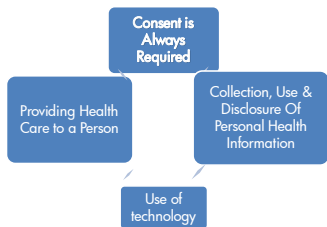


An RD is setting up a video conferencing session with a client.

What are the dietitian's obligations for obtaining consent to conduct a nutrition assessment via virtual care?



12





13



Being Proactive, Reactive and Adaptive



For example, prepare a consent statement to initiate virtual care encounters ahead of time



14



Inform Clients of Security Issues



Systems are *not* 100% Secure

Dietitians understand the technology as it relates to benefits, risks and limitations and help the client make an informed decision



15

Obtaining Informed Consent is a process

Collection, use and disclosure of personal health information and for nutrition treatment

1. Explaining Information
2. Enabling Understanding
3. Respecting Choice & Decision
4. Enacting Collaborative Processes



16

Resources

[Standards – Consent to Treatment and for the Collection, Use and Disclosure of Personal Health Information](#)



Professional Practice Standard
Consent to Treatment and for the
Collection, Use and Disclosure of Personal Health
Information

[Pandemic FAQ – How do I obtain consent when working remotely?](#)



17

What if the Client refuses virtual care?

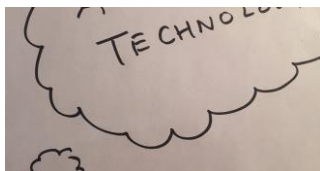


18



3. Confidentiality and Privacy

Scenario:



A dietitian is thinking of a follow-up virtual visit with a client who says they are not into technology.

How should the RD proceed? What are some proactive considerations?

Virtual Care Security

'Caller ID' or 'Unknown Caller'.

Security - password protection/deleting call history

Obtain document client's preferred number

Verify the client identity

Obtain Informed Consent



22

Scenario:



The client did some learning and expressed wanting to try video conferencing for the next session.

How should the RD proceed? What are some proactive considerations?



23

Virtual Care

What's the plan?

Ensure devices are password protected

Encryption is also required for mobile devices

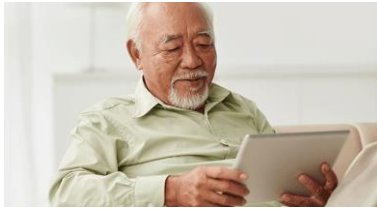
Physical Security Measures

Emergency Planning



24

Recording Sessions



The client wants to record the session.

How should the RD proceed?



25

Virtual Care



Discuss this during the informed consent process

Sessions recorded only with explicit, written informed consent

Otherwise, reassure that you are not recording and suggest clients should not either.



26

Resources

[Information and Privacy Commissioner of Ontario](#)

[College of Dietitians – Jurisprudence and Professional Practice Resources - Confidentiality and Record Keeping Standards](#)

[Privacy of Personal Information Dietetic Practice Tool Kit for Registered Dietitians in Ontario](#)

[eHealth Ontario guides to information security for small offices](#)

[eHealth Ontario guides to information security for large organizations](#)



27

4. Record Keeping



28

Scenario:



With consent, a dietitian regularly exchanges emails with her client regarding their care and refers to these emails during phone follow-up sessions.

What should the RD be mindful of for record keeping?



<https://images.app.goo.gl/4MA9a7s45G5oAM1m96>

29

Virtual Care Documentation

May include:

- a) a summary of the email correspondence between you and client
- b) cutting and pasting email correspondence
- c) print hard copies of email and attach in the client health record

Same Principles Apply for other Forms of Virtual Care



30

Encrypt Emails

The Information & Privacy Commissioner's Office requires that all PHI transferred electronically (including emails) be encrypted to ensure the information is kept private and confidential

[Information & Privacy Commissioner of Ontario Fact Sheet Communicating Personal Health Information by Email](#)



31

Scenario:



A dietitian in a community setting is thinking of offering **virtual group webinars** to participants.

What is the dietitian's record keeping obligations?



<http://dstainstallers.com/zoom-alternatives-worth-your-consideration/>

32

Virtual Care



Not required except if client is receiving group education as part of their treatment plan

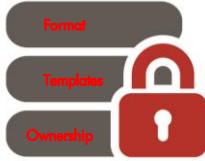
Provide guidance on process for virtual group sessions prior to and at the beginning of your session

Participants can contact you directly with specific questions



33

Managing Records



Billing



- Inform client of payment options
- Itemize an account for professional services
- Maintain financial records whenever billing occurs
- Ensure transparency

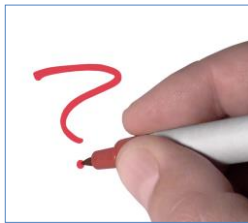
Verify Cross Border Virtual Practice Requirements



As with in-person sessions, also keep virtual care client-centered



Questions



“We’ll learn where virtual care is most useful, where it’s superior and where it falls short. And we’ll fine tune over time.”

-Dr. Danielle Martin



Please do not hesitate to contact us:

Professional Practice Advisors & Policy Analysts
diane.candiotti@collegeofdietitians.org
carole.chatalasingh@collegeofdietitians.org

416-598-1725; 1-800-668-4990

OR

practice.advisor@collegeofdietitians.org
Ext. 397

