Virtual Education: Connecting from Home

Virtual Education allows you to learn from members of your healthcare team within your own home. Taking a class over video allows you to see, hear, and talk to the healthcare educator, as well as to other learners in the education session.

You can use a smartphone, tablet, or personal computer with a web camera and microphone.

You do need to be able to connect to the internet through cable, Wi-Fi, satellite, or cellular data. You are responsible for costs related to this connection.

Using virtual education, you can…

✓ **Get access** to healthcare education in the comfort of your home.

✓ **Interact with** the healthcare educators and other learners.

How do I ask for virtual education?

Ask your healthcare provider if virtual education is available, possible, and appropriate as part of planning your care.

If it is available, your healthcare provider will give you details on how to sign-up.
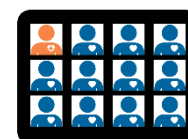
Can I attend education sessions in person?

Yes, virtual education is your choice.

Speak with your healthcare educator or provider about other available options, such as in-person sessions and education over the phone.

About Virtual Education Sessions

- The healthcare educator or a clerk asks for your email address and/or phone number. This is so we can send you the instructions by email or text on how to join the session(s) from your personal electronic device. This email might also include a meeting invite.

- Check your email on your computer or phone, including your Junk folder, to make sure you got the information (and invite). If you did not get anything, contact your healthcare educator.

- Confirm you are attending the session(s) by replying to the email or text. Mark the date on your calendar.

- Think of virtual education sessions as a regular class with a healthcare educator and group of other learners. You can see, hear, and sometimes talk to the healthcare educator. They can talk to you and sometimes see and hear you.

- If you have questions, ask them at the start of the session. Be aware that you are sharing information with the whole group.

- In sessions where you are able to talk to the healthcare educator, speak clearly and normally. You do not need to raise your voice or shout.

- You can have a family member or friend with you, when appropriate.

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This information does not replace the advice given to you by your healthcare provider.

Catalogue #267242 (January 2022)

Page 1 of 3

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Virtual Education: Risks of Using Technology

How is my privacy protected?

There are risks to using this type of technology to send personal information.

We will not send personal information by email unless we have to. We will do what we can to confirm that any personal information we send is being received by you and only, but it is never possible to be 100% certain who we are communicating with outside of a face-to-face session.

Be assured that we adhere to the *B.C. Freedom of Information and Protection of Privacy Act* for everything related to your virtual education session.

For more information on how we care for your information, see 'Caring for Your Information' under 'Risks of using technology' online by:
- searching 'Virtual Health Tools' on fraserhealth.ca
- clicking the links above
- scanning this QR code

Only those healthcare team members involved in the virtual education session are allowed to see or hear your personal health information.

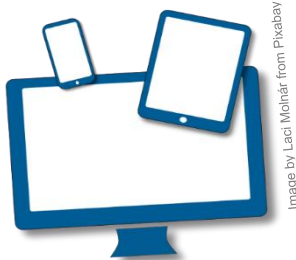We do not record your virtual education session. We ask that you do not record it either.

Image by Laci Molnár from Pixabay

Your virtual education session is very secure (encrypted). Unfortunately, we cannot guarantee that the session will not be transmitted outside of Canada. This is because of the way this technology works and where the application company is located.

Are there risks to communicating electronically?

Yes, unfortunately there are.

- Your information could be requested, viewed, changed, or deleted if you allow computer programs, applications, or people access to your device or email account.

- Your information could be at risk if it is stored on a device infected with a computer virus or malware (malicious software usually installed without your knowledge).

- Third parties can intercept electronic communications.

How can I protect my privacy?

Please note that we cannot control what happens to your information once it is stored:

- on your device
- by your telecommunications provider
- by software or application providers
- by other applications that might have access to your messages

You are responsible for the security of your own computer, tablet, smartphone, and email service.

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Catalogue #267242 (January 2022)   Page 2 of 3
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Tips to help protect your privacy:

- ✓ Protect your passwords! Someone could pose as you by sending us a request from your device or email account.

- ✓ Delete emails and texts you no longer need.

- ✓ Download computer software and applications (Apps) from trusted sources (Google Play, Apple App Store).

- ✓ Set permission controls on your device so applications do not have access to your text messages and emails.

- ✓ Set limits on what other information you permit your Apps to access.

- ✓ When using Wi-Fi, use a secure Wi-Fi network. Try not to send personal information while using public Wi-Fi.

- ✓ Use antivirus software on your devices. Regularly scan your devices for viruses and malware.

- ✓ If you share your computer screen with your healthcare educator, make sure they cannot see anything you want to keep private.

Not sure how to do some of these things?
Ask a person you trust to help you set up your device so it is secure.

Your questions

What questions might you have about the use of technology for your health education?

Write them down here. Ask your healthcare provider or the healthcare educator when you next meet.

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Your comments

We welcome your comments.

If you choose to use virtual education as part of your health care, we want your feedback on how well it works for you.

Please give your comments or feedback to your healthcare provider or the healthcare educator.

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