

## Personal Computer Video Conferencing (PCVC) Guidelines

PCVC will be used for service delivery when face to face contact is not available or is the preferred method of contact as indicated by the client/caregiver. The use of PCVC will align with all other policies regarding the use, collection and dissemination of personal health information and confidentiality requirements.

When and wherever possible, face to face client service is the preferred method for client contact. In the event that geography, inclement weather, Clinician availability, or client preference, the use of Personal Computer Video Conferencing shall be offered to ensure timely service provision.

The rural offices will be equipped with a Resource Computer with camera to ensure that clients who do not have wifi/data have a location to connect with a Clinician as required.

### ***On site:***

- If a client requests an appointment and no Clinician is available, the client will be offered the option of PCVC. If they agree, an Administrative Assistant will provide a Brief Service package for completion (described above). Administrative Assistant will contact the Manager on Call or Clinical On-Call to assign a Clinician and schedule the appointment with details from the Manager in the system. (See OTN How to).
- Administrative Assistant will scan and upload the Brief Service Referral Form or send directly to the Clinician prior to the client session. The Manager & Clinician are responsible for reviewing the reason the client presentation and address safety and risk as required in the session.
- Administrative Assistant will email the PIN number to the assigned Clinician
- Administrative Assistant will bring the client to the PCVC-ready computer.
- The Clinician is responsible for ensuring that the Consent to Service, and Consent to Electronic Communication Form are reviewed verbally with the client, ensure that verbal consent provided by the client/caregiver and I documented in the CIS. The client/caregiver can sign the documents and provide to the Administrative Assistant for uploading once the session is complete however it is the Clinician's responsibility to ensure the client is oriented appropriately to service and provides informed consent.
- At the end of the session, the Clinician will provide the client/caregiver a copy of the Brief Service Session Note via the Administrative Assistant present. They will scan and send the note to the Administrative Assistant for printing. (If we change the electronic consent we can email these directly to the client).
- If a follow up session is agreed upon, the Administrative Assistant will be provided with the details to arrange booking in the OTN system.
- Client/caregiver is asked to complete the SSIFT and provide to the Administrative Assistant at the end of the session.

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***Off site:***

- If the client/caregiver is off-site and will not be connecting via Compass computer, the Administrative Assistant staff will obtain the client/caregiver demographic information including email address over the telephone and enter into the CIS. As we do not have the means to securely collect the SDQ or SSIFT, this data will not be collected.
- The Clinical Manager or Clinical On-Call will review the request and assign to Brief Service and Clinician via assigned PCVC slot or as requested.
- Administrative Assistant books an appointment in the OTN system.
- If the client/caregiver is off-site, the PIN number will be sent directly via email or telephone by the Administrative Assistant.
- As the session begins the Clinician is responsible for ensuring that the Consent to Service, Consent to Electronic Communication Forms are reviewed verbally with the client/caregiver and document the provision of verbal consent in the CIS.
- The client/caregiver will be sent a copy of their note by mail.
- The client/caregiver and Clinician agree upon any further appointment times which will be booked into the OTN system by the Administrative Assistant.

***Special considerations:***

Clients/caregivers must inform us of their location if off-site to ensure that if the need arises, we can support their safety.

Clients/caregivers must keep their screen on and be visible during the session. The session can be discontinued if the client does not abide by this or if concerns arise.

The client/caregiver must secure a place that is conducive to confidentiality to protect their own privacy. If the Clinician determines that the space is not supportive of the client's mental health, the session can be rescheduled as needed.

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