

## *Connecting in Error to a Site or Telemedicine Event Impacts Patient Privacy and Your Organization's Reputation*

Personal health information may be inadvertently transmitted/accessed when a site erroneously connects to the wrong site or telemedicine event. When this happens, the site may inadvertently view a patient whose telemedicine session is in progress.

### How to Prevent this Privacy Breach

- If you have connected in error to another site and/or session, disconnect immediately.
- If a remote site has connected to your site or session in error, ask the site to disconnect immediately or disconnect the site, if you can.
- If the site is not disconnecting, contact OTN's Service Desk (1-866-454-6861) immediately.

### Who to contact when connected in error to a telemedicine event

- Contact OTN's Chief Privacy Officer at [privacy@otn.ca](mailto:privacy@otn.ca) immediately so that OTN can help you review systems and processes and identify opportunities to prevent this from happening in the future.
- Contact your organization's Privacy Officer to trigger patient notification requirements, if required, and to review systems and processes and identify opportunities for improvement.

