Personal Videoconferencing: next wave begins September 6!
The next wave of Personal Videoconferencing rolls out September 6 and features a simplified application process.

Riding the new wave
• ONE ID will contact users directly to arrange an appointment to validate the identity of all new Personal Videoconferencing users.
• Users validated by ONE ID will use their ONE ID credentials to access the Telemedicine Centre and Personal Videoconferencing.

Exceptions
• Telesteth, Telederm and Teleophthalmology users will continue to be validated by OTN and use their OTN credentials for Personal Videoconferencing.

Questions? If you have any questions about signing up for Personal Videoconferencing, please contact Brian German (bgerman@otn.ca), who can get you the answers you need.

More than 500 people have access to Personal Videoconferencing, accounting for more than 30,000 events to date!

The waiting doesn’t have to be the hardest part!
Are you finding it difficult to coordinate hospital IT support with consultants so they can be set up with Personal Videoconferencing? Let your consultants know that they can still sign in to the OTN Telemedicine Centre to set up their preferences until IT support is available to help them install the Vidyo software on the hospital computer.

Self-scheduling tips for new users
Self-scheduling takes a little bit of practice in order to ensure a smooth customer experience. OTN is working with new consultants who wish to use the self-scheduling feature, but we thought we’d take this opportunity to share some “tips” to remind everyone about a few things to make self-scheduling easier to use.
• Hospitals generally register patients and expect that notifications for a patient appointment will include patient demographic information. To ensure that this information is provided, please use the Ncompass clinical point-to-point form to ensure that patient information is captured. For those using the Ncompass clinics feature, please remember to fax or call in patient information to the hospital.
• It is good practice to establish a relationship with a new patient site before you schedule your first event with it. The Documents section of Ncompass includes the OTN Telemedicine Coordinator Contact List, which features the contact information for each TMC by site and system.

Ncompass users are encouraged to check your daily and weekly calendar regularly to ensure that you have reviewed and approved all requests for appointments at your site.

Have a self-scheduling tip that you’d like to share with us? Email us at ncompass@otn.ca so that we can share the wealth!
Telemedicine Directory update

The Telemedicine Directory (TMD) “Summertime is TMD time” promotion is officially over, but your chance to improve access to your site through the TMD is not! Please continue to develop and submit your profiles. Help for “how” is just a click away!

Keeping up contacts

Despite a full mailbox at the start of the summer, we have successfully updated all contact updates. Please continue to send in changes to your contact information to: contactupdate@otn.ca so that we can make sure everyone is working with the most up-to-date information.

Telehomecare Summit

OTN hosted a Telehomecare “summit” in Toronto on July 29, bringing together the OTN Telehomecare team, participating Local Health Integration Networks and Telehomecare host organizations for an opportunity to meet, network and fine tune the program. Representatives of three new Telehomecare programs set to launch this year, the Ministry of Health and Long-Term Care and Canada Health Infoway also participated.

A morning panel reviewed lessons learned and how to make Telehomecare routine in chronic disease management. Afternoon break-out sessions grouped LHIN representatives to discuss Telehomecare sustainability and scalability while host organizations discussed building trust relationships with health care providers.

Guest speaker Anthony Glascock, Ph.D., an anthropologist and telehomecare pioneer, shared his observation that Telehomecare is not about technology but about social, cultural and health care organizational change. Telehomecare will be the norm in the future, he said, adding “it will be a regular item in the cafeteria of care”.

OTN Premium Services now offers live operator setup

Responding to multiple requests for monitoring high profile events, OTN Premium Services now offers a live operator to monitor the set-up of your videoconference, including a 15 minute pre-test and successful launch. OTN will continue to provide trouble shooting monitoring for known technical issues at no charge. Check out our full slate of Premium Services.

Go back to school with OTN Training

Head back to school – at least at lunch hour – to get some practical experience on OTN’s services and equipment.

You may self-register for any or all of the series in the OTN Learning Centre. Simply search for “best practice”, note the event number and register your system for the event in Ncompass (or call the Contact Centre at 1-866-454-6861. A course calendar snapshot is provided below:

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<td>Telederm</td>
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<td>Patient Cam/ENT Scope</td>
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**COACH eSafety initiative**

COACH is leading an initiative to advance the use of safety practices for eHealth solutions and health software. OTN is one of the leading public and private sector organizations putting the trial edition of the COACH eSafety Guidelines to work in six projects across Canada from June through September 2013.

The first Canadian resource of its kind, the Guidelines provide a comprehensive, holistic approach to eSafety that will complement the current culture of patient safety. Click [here](#) for more details and watch for the Guidelines in November!

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### Kudos

**Marcia Pedersen and Jenna Leveque, CMHA – Thunder Bay, First Place Clinic and Regional Resource Centre**

With early treatment, recovery from psychosis is possible. However, without early identification of psychotic symptoms there can be no early treatment. Marcia and Jenna, experienced mental health nurses at First Place Clinic, know first-hand the importance of education and early intervention. They are also experienced with the challenges of Northwestern Ontario’s vast geography. However, earlier this summer, they met the challenge, using OTN to host “Psychosis 101”, a two-day educational event for 18 mental health service providers across the region and 7 on-site participants!

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**Information: the gift that keeps on giving**

Sharing information about what we are doing in virtual care is critical to encouraging its use, as these enterprising teams aptly demonstrate.

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**Janet McMullen and Carolyn Couture, Soldiers’ Memorial Hospital**

In July, staff at Soldiers’ received Issue 1 of Volume 5 of “Soldiers’ News and Views”. A brief compendium of Telemedicine activity at the hospital, the newsletter has been letting staff know for many years that virtual care begins at home!

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**Virtual Telemedicine Nursing Team, Waterloo Wellington LHIN**

This quarterly newsletter provides highlights of what is happening in Telemedicine across the Waterloo Wellington LHIN.

*Use OTN Update to share your achievements. Send your stories to your Regional Manager. Thanks!*