

# Privacy & Telemedicine in Motion - Lessons Learned

Below are lessons learned we hope will ensure both health care professionals and patients have a positive Telemedicine experience.

## Telemedicine Do's and Dont's

### DO...

- ...cancel registration for education events that you are no longer attending
- ...communicate event changes to all parties involved in a timely manner
- ...follow your organization's email and or privacy policies when sending if you are considering sending PHI over email
- ...double check key event details. Multiple demands of your time and attention can lead to distractions when scheduling Telemedicine events.
- ...ensure cancellations made close to the date of the Telemedicine event are updated early and prior to printing patient lists.
- ...notify patients early of any cancelled Telemedicine event.

### DON'T...

- ...accept videoconference calls while in an event in progress (MCU enabled)
- ...make edits to a host site's event details - unless the change is to your site's camera or patient information

When in doubt about a Telemedicine related privacy issue please contact us ([privacy@otn.ca](mailto:privacy@otn.ca)).

For more information on lessons learned, please you can find OTN Tools and Resources at <http://otn.ca/en/members/privacy-toolkit> or contact [privacy@otn.ca](mailto:privacy@otn.ca)