Privacy in a Telemedicine Environment
Top 10 Privacy Tips

1. Close and place a "session in progress" sign on the door.

2. Double check the site and system you are selecting.

3. Ensure you schedule the correct patient.

4. Avoid connecting before the scheduled time.

5. Unregister your system if you can no longer attend a session.

6. Point the camera at a wall or ceiling and mute your system.

7. If your event ends early, disconnect your system manually.

8. When faxing patient information, double check that you have the correct patient information, fax number and site name.

9. Presentation material must be de-identified.

10. When in a videoconference, do not accept an unscheduled videoconference call.

When Connected in Error

If you are connected in error and you see an empty room:

- disconnect.

If you are connected in error and you see and/or hear people and they see you:

- acknowledge & identify yourself;
- indicate you are connected in error & that you will disconnect;
- contact your privacy officer and OTN's privacy office (privacy@otn.ca).

If you are connected in error and you see and/or hear people but they don't appear to see you:

- disconnect;
- contact your privacy officer and OTN's privacy office (privacy@otn.ca).

If you are not the Telemedicine Coordinator

- advise the Telemedicine Coordinator that you connected in error.