

Initial Setup HCW:

- 1 Connect devices to Wifi
- 2 Consent patient
- 3 Provide device
OR patient installs Signal

Video Call Patient:

- 1 Open Signal
& Select Patient



- 2 Click Video icon



- 3 When the patient answers, ask them to press the Video icon on their screen



If it is too quiet, turn up the volume +/- press speaker phone

- 4 Click End Call



fold
fold

Full Terms & Conditions: CovidVirtualTools.ca/legal

Consent:

Community Donated Devices for Patients & Healthcare Workers to Communicate

System Risks & Benefits:

- Patients want to communicate with the healthcare team using voice, text & video.
- The Signal app transmits encrypted data safely between devices (signal.org).
- The internet transmission via Signal is secure but the devices are NOT secure, they are portable phones & tablets; they may be misplaced, they may be stolen, they might not have passwords.
- There is some risk that health information shared on this device may be intercepted or unintentionally disclosed.

Protect Yourself:

- Confirm you are communicating with the right person (show ID on video, don't text sensitive information).
- Set messages to disappear after 30 minutes.
- Only use the Signal App on community donated devices.
- Don't enter personal information onto community devices (don't log into email, google, enter your credit card etc.).

Understand the 'Phone Number' on Community Devices:

- This device has a 'fake' phone number that is only used by the Signal app.
- This device can ONLY communicate with other Signal app users (it can't make normal phone calls, can't call 911).
- Please don't communicate with Signal users except the healthcare team. (If you do, you MUST tell them when you give the device back, so they do not try to call you in the future).
- If you lose the device, notify the team immediately and the Signal number will be deactivated.
- It is possible for people outside the hospital to 'Signal Call' you if they know the phone number.

**Understand and accept the risks of communication with these devices
Or choose not to use them**