



First Nations Health Authority
Health through wellness

FNHA Virtual Care and Telehealth Services

The eHealth and Virtual Care Innovation

What is Virtual Care?

Virtual care is defined as *“Any interaction between patients and/or members of their circle of care occurring remotely, using any forms of communication or information technology with the aim of facilitating or maximizing the quality of patient care.”*¹

What is Telehealth?

Telehealth, a subset of virtual care, is the delivery of health and wellness services, or clinical education over distances using live, interactive video, audio and computer technology with your doctor, nurse, or specialist. Telehealth also known as “videoconferencing”, allows patients and providers to communicate care or education services regardless of geographic location.

FNHA’s Primary Care services, including Virtual Doctor of the Day and Virtual Substance Use and Psychiatry Services, use web-based videoconferencing directly to a client’s smart phone or computer, or services can be received directly to a First Nations Community Health Centre using room-based videoconferencing technologies.

Many provincial and regional specialty health services can also be delivered by telehealth in British Columbia, including mental health, cancer care, arthritis, diabetes, and kidney care. Check with your doctor to see if you can receive these services in your home community.

How can telehealth help me and my family?

Telehealth can increase access to health care and wellness services that may not be available in your own community. Telehealth can also provide access to health education and allow families to visit with one another over video when they are away from home.

Where can telehealth happen?

Telehealth can be received directly to a client’s personal device, or can be accessed in your local Health Centre or nearest hospital.

Will my Doctor/Nurse still come to my community?

Yes – the telehealth program is meant to enhance and complement existing health and wellness services and not take away any services already being provided in the community.

Do I have to use Telehealth?

If Telehealth is available in your community, you will have the choice to travel to appointments or to see your care provider by telehealth.

Will I ever have to travel to see a Doctor?

Yes - you may have to travel to see your healthcare provider for specific types of care. Telehealth is not always appropriate for every patient or in all situations. Some health conditions cannot be assessed remotely, and some services can only be delivered in person.

Shaw. J., Jamieson. T., Agarwal. P., et al. 2018. Virtual care policy recommendations for patient-centred primary care: findings of a consensus policy dialogue using a nominal group technique. J Telemed Telecare 2018;24(9):608-1

Will my privacy be protected?

Yes – privacy, confidentiality and the security of your personal health information are of utmost importance. FNHA conformed and adopted the best practices to secure privacy and information that meets the same standards as the telehealth equipment you find in a hospital.

What is needed to participate?

Clients will need access to strong broadband internet and a personal smart device (phone, tablet, personal computer) to connect with their clinician using a web-based tool such as Zoom. Your clinician will forward you an appointment by email to join a scheduled meeting.

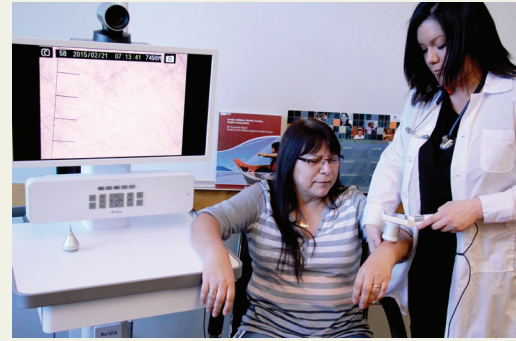
Where services will be received in a community-based health centre, nursing station, or band administration building, the office should be set up with telehealth equipment and an appropriate, private space for telehealth consultation. The site will require an internet connection that meets the minimum requirements for the telehealth equipment deployed.

For communities that are currently working towards meeting these requirements, there are other initiatives and projects within and beyond FNHA that may be able to provide additional support.

To get set-up with Telehealth, a community or health centre will need to setting aside time to meet with the FNHA eHealth team, site visits, completing readiness and needs assessments, coordinating equipment delivery, participating in training, coordinating telehealth activity for your community and other needs as identified.

What does the equipment look like?

Different deployment technology will be used depending on community needs. Examples include boardroom, desktop, clinical, and software. (Please see images in the left).



Clinical telehealth cart – used in community health centers to connect with doctors and specialists located elsewhere in the province.



Boardroom-based unit – used for accessing educational programs and administrative meetings.



Desktop-based unit.

Please visit our website: www.fnha.ca/what-we-do/ehealth/telehealth
For more information about telehealth, please contact us by phone:
1.844.364.7878 (Toll-free) or email: ehealthsupport@fnha.ca