First Nations Health Authority
Health through wellness

Telehealth Technology Standards

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 clients 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.

Technology Standards

The following technology standards are determined as appropriate for use and subjected to change without notice. Please refer to the FNHA website for the latest version of technology standards. FNHA has standardized our equipment and software solution to:

- Maximize security and privacy protection from end-to-end in telehealth services
- Minimize disruptions and malfunctions for telehealth services

Connectivity

The internet bandwidth used for virtual care services will be optimized and automatically adjusted for the best experience based on the participant's network. The recommended bandwidths for healthcare purposes are:

- Minimum speeds: 3 Mbps download; 3Mbps upload
- Recommended speeds: 10 Mbps download; 5 Mbps upload

FNHA will use the following solutions:

Purpose	Standard Device/ Equipment	Pricing Estimate
Administration and Education	Boardroom	$10,000 - $20,000
Small group meeting or 1:1 setting	Desktop	$2,000 - $4,000
Clinical use	Peripherals	$5000 - $10000
Router	VPN Appliance (Network Device)	$2,000 - $15,000
For laptops and phones	Software	$200 - $300 (annually)

Please contact the FNHA eHealth team if you wish to proceed with purchasing your own equipment to confirm compatibility with technology standards. Please note the FNHA does not have capacity for technical support of equipment unrelated to telehealth projects.

Contact us

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: eHealth@fnha.ca