

Review [Virtual Mental Health Guidelines V8](#), CAMH [TeleMental Health Policy](#) and complete relevant [CAMPUS](#) training.

APPOINTMENT BOOKING

- **SCHEDULE** Contact the patient to schedule the appointment.
 - **CONSENT TO USE EMAIL** Use script ([CAMH Guidance for Virtual Clinical Visits](#)).
 - **EMAIL ADDRESS** Confirm the patient's email address.
 - **CONTACT** Obtain patient phone number and fixed address, and an emergency contact number.
 - **PRIVACY** Remind the patient that they should not share the video participation link unless discussed and documented (e.g., desire to have a family member join).
 - **IDENTIFICATION** Remind the patient to bring government-issued ID to the first appointment.
 - **POWERFORM** Complete the "Virtual Clinical Visit – Admin" PowerForm in patient chart.
 - **APPOINTMENT TYPE** Select appointment type as Video-OTN or Video-Webex in I-CARE.
- **EMAIL** Send meeting details to the patient (template: [CAMH Guidance for Virtual Clinical Visits](#)).
 - **BCC** patient email addresses if more than one person is included.
 - **PATIENT INFORMATION** Attach [Patient Information Sheet and User Guides](#).
 - **CLIENT EXPERIENCE SURVEY** Include link for the client experience survey.
 - **CONTACT/SUPPORT** Include clinic contact information in case there are technical issues.

DURING THE VISIT

- **DOCUMENT:**
 - **POWERFORM** Complete "Virtual Clinical Visit – Clinician" (including details below).
 - **PATIENT IDENTITY** Government ID for first visit, double identifiers for subsequent visits.
 - If third party present, confirm identity and patient's consent for them to participate.
 - **CONSENT** Obtain patient consent to participate in a video visit using the Virtual Clinical Visit Consent Script for 1:1 Outpatient Visits ([CAMH Guidance for Virtual Clinical Visits](#)).
 - **CONTACT** Confirm patient location and contact information, including an emergency contact.
- **PRIVACY AND SAFETY** Remind patient:
 - Neither the clinician nor the patient may record the session or take photos/screenshots.
 - The patient can refuse to participate and to decline the service at any time.
 - If there is a safety concern, emergency contact or emergency services may be contacted.
 - The clinician may follow-up with patient if the call is disconnected/they are concerned.
 - The patient should be in a fixed, private location; if private location not possible, should use headphones and screen angled away from others.
 - CAMH personnel may need to join the session if technical support is required.
- If **SHARING SCREEN**, close documents containing private info or PHI.
- **I-CARE** Document the session details in the patient chart and mark as complete in I-CARE.
- **TECHNICAL SUPPORT** TeleMentalHealth@camh.ca (OTN) or Webex.Support@camh.ca (Webex).