

Topic 4: Mitigating Risk & Safety Considerations in the Virtual Care Ecosystem

Before a clinical encounter, ask yourself:

- Are there any organizational processes that are in place if a crisis should arise?
 - If yes, how would I devise a plan to follow those guidelines at a time of crisis (e.g., patient crisis)?
 - If no, who should I engage to develop these standard processes?
- What are some phrases or signals my patient and I could use with each other if their environment is or no longer becomes safe or private to discuss their health?
 - If I treat multiple family members, how will these phrases or signals differ so that it's easy for me to remember? Where will this be noted?
- Are my patients aware of these phrases or signals?

During a clinical encounter, ask yourself:

- Does the patient's physical and emotional environment feel safe and private?
 - If no, what is your plan or strategy to help change that?
- Has the patient or family indicated that their environment may not be safe? What is their body language like?
- Am I actively notifying and following up with patients when a technology fails or malfunctions?
 - If yes, what am I doing to do so?
 - If no, who should I engage to develop these standard processes?

References

1. Shen N, Kassam I, Zhao H, Chen S, Wang W, Wickham S, Strudwick G, Carter-Langford A. Foundations for Meaningful Consent in Canada's Digital Health Ecosystem: Retrospective Study *JMIR Med Inform* 2022;10(3):e30986
2. He, Y., Aliyu, A., Evans, M., & Luo, C. (2021). Health care cybersecurity challenges and solutions under the climate of COVID-19: Scoping review. *Journal of medical Internet research*, 23(4), e21747.
3. Jalali, M. S., Razak, S., Gordon, W., Perakslis, E., & Madnick, S. (2019). Health care and cybersecurity: bibliometric analysis of the literature. *Journal of medical Internet research*, 21(2), e12644.