

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

## APPOINTMENT BOOKING

- **SCHEDULE** Contact the patient to schedule their participation in the group.
  - **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.
  - **IDENTIFICATION** Remind the patient to bring government-issued ID to the first group.
  - **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 for Video Groups and User Guides](#).
  - **CLIENT EXPERIENCE SURVEY** Include link for virtual groups client experience survey [coming soon].
  - **CONTACT/SUPPORT** Include clinic contact information in case there are technical issues.

**PRIOR TO THE GROUP** This process should take place individually with each patient.

- **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 all participants' consent for them to participate.
  - **CONSENT** Obtain patient consent to participate in a video group using the Virtual Clinical Visit Consent Script for Groups ([CAMH Guidance for Virtual Clinical Visits](#)).
  - **CONTACT** Confirm patient location and contact information, including an emergency contact.
  - **PRIVACY AND SAFETY** Remind patient:
    - Neither group facilitator(s) nor patients may record the session or take photos/screenshots.
    - The patient can refuse to participate and to decline the service at any time.
    - The patient must notify the facilitator(s) if they are leaving the group session.
    - If there is a safety concern, emergency contact or emergency services may be contacted.
    - The facilitator 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, patient may join (at facilitator's discretion) with headphones and screen angled away from others.
    - CAMH personnel may need to join the session if technical support is required.
    - The session may be ended if norms or privacy principles are not being followed.

## DURING THE GROUP

- **ORIENTATION** Follow similar protocols to in-person groups (e.g., take attendance, introductions, etc.) and orient the group to functionalities of the platform.
- **MONITOR PARTICIPATION** Check on patients who leave or disconnect from the call.
- If **SHARING SCREEN**, close documents containing private info or PHI.

## AFTER THE GROUP

- **I-CARE** Document the session details in the patient chart and mark as complete in I-CARE.
- **TECHNICAL SUPPORT** [TeleMentalHealth@camh.ca](mailto:TeleMentalHealth@camh.ca) (OTN) or [Webex.Support@camh.ca](mailto:Webex.Support@camh.ca) (Webex).

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