TeleMental Health Services:
Connecting to OTN via PCVC

Before Starting

Ensure you have read OTN's PCVC Technical Readiness document. You will need internet connection (high-speed recommended).

Remote Access

If you need to access the CAMH Remote Access portal, log in using your credentials here

Registration and Equipment

- If you are a physician, you will need to send your OHIP Virtual Care Physician Registration Form to OTN in order to bill OHIP for your telemedicine appointments (instructions listed on the form)
- For all PCVC accounts, email TeleMental Health Services (telementalhealth@camh.ca) to register
- If you have an admin who schedules your appointments, they will need to be signed up for a clinical scheduling account in order to schedule on your behalf in OTN's scheduling platform. Email TeleMental Health for more information on signing up
- NOTE: Registration for PCVC or clinical scheduling accounts may take up to 15 business days as OTN must approve all requests and contact each user to complete the activation process
- If you require hardware for your computer to use PCVC, contact TeleMental Health for equipment recommendations

Getting started

Sending a GuestLink Invite

1. Sign in to OTN: https://tm.otn.ca using your credentials
   - For issues logging in, contact OTN: 1-855-654-0888
2. Click the **blue "connect to…"** button and move the **green slider** over to "Guest Via OTNinvite"
3. Enter participant name and email. If you are scheduling the appointment on behalf of yourself, select your name in the drop down menu
   - To add a Guest PIN for added privacy and security, check the box to generate. You must provide this PIN to your participant as it will not be visible in the email containing the GuestLink
4. Next, click the **green schedule icon** at the bottom to enter appointment details. Click schedule once complete to send your participant the invite containing the GuestLink
5. A pop-up box will appear. Click OK to view patient handout form containing confirmation of appointment details and the Guest PIN (if applicable)
6. Done! You will now see the appointment appear in your calendar. Select the appointment to view details, make edits, and re-send the invite or to cancel the event

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Starting a PCVC Call

1. Ensure any hardware is connected and other electronics are moved away from the speaker to avoid a buzzing sound
2. Sign in to OTN: https://tm.otn.ca using your credentials. You should see a calendar with your scheduled appointment(s)
3. You can conduct a test before starting a call to ensure your hardware is set up properly. Click the question mark tab on the right of the page and select mirror test
4. Select the appropriate appointment when it is time to connect and click the **blue phone icon** to place the call
5. Ensure your settings within the call are set to the appropriate camera, mic and speakerphone (e.g. you may need to change the default camera from your computer webcam to the external camera connected). You can change this by clicking on the ellipses icon, then the settings icon from within the call.

Volume   Mute/Unmute   Camera   Self-view   Ellipses   End Call
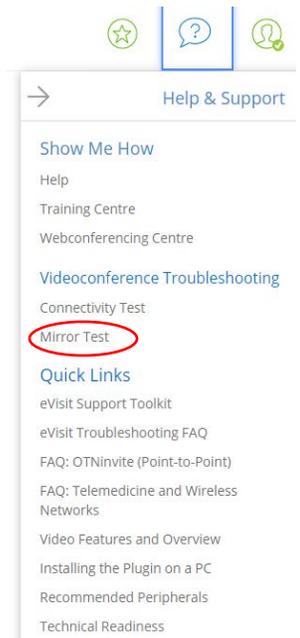
End the call

- When you are finished, click on the red phone button to end the videoconference call.

Troubleshooting: Who to Call

- OTN Tech Support – 1-855-654-0888 option 2
- See OTN resource links below for more information on clinical scheduling, starting calls via PCVC, troubleshooting, training, etc.

Common problems and solutions:

You are the only participant in the event, or there is no one in the room.
- Contact the site coordinator to see where the patient is

The call dropped
- Try refreshing the webpage and try connecting again.

You cannot hear the participant, or they cannot hear you
- Ensure microphones are not muted
- Ensure the volume is turned up

The camera, microphone or speaker is not functioning properly
- Ensure the default camera, mic and speaker settings are properly selected

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CAMH Resources

1. CAMH TeleMental Health Policy & Tip Sheets for Clinicians and Patients:
   http://insite.camh.net/policies/pc_2_20_1_telemental_health-115420.pdf#search=telemental%20health%20policy%20

2. TeleMental Health E-learning Module on CAMPUS: Https://camhlms.peoplefluent-ca.com

3. TeleMental Health Services Website:
   https://www.porticonetwork.ca/web/telemental-health/telepsychiatry

OTN Resources

1. **All OTN Resources listed above can be found at:** https://support.otn.ca/en/connect-help **including**:

   - OHIP Billing Information & Physician Registration form
   - Troubleshooting
   - How-to guides
   - FAQ & more

2. PCVC Log-in page: https://tm.otn.ca