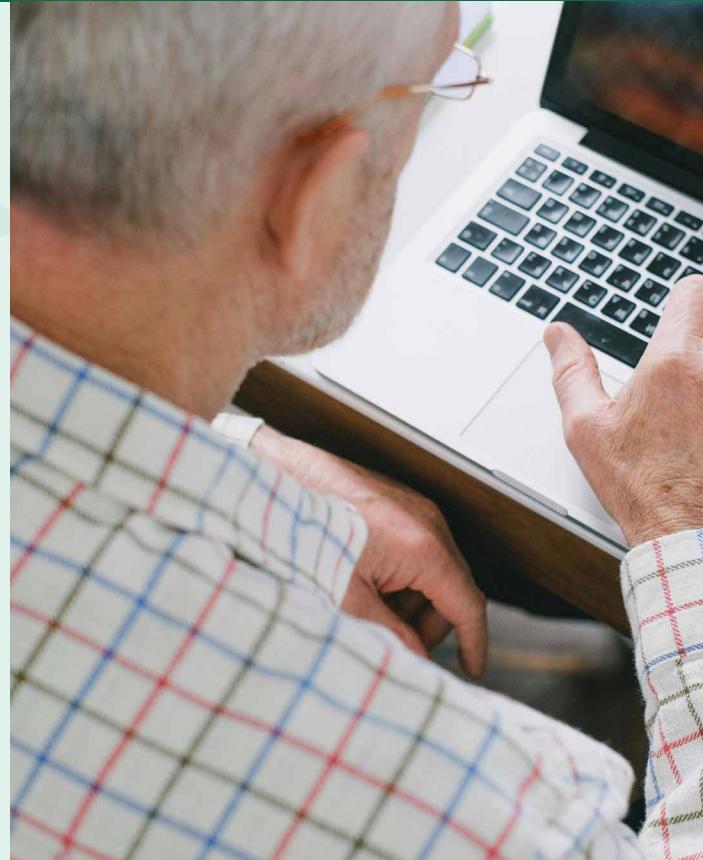


# Privacy and Confidentiality

**All healthcare providers must follow strict policies and standards to protect the confidentiality of information shared during virtual health appointments. Secure systems are used for virtual care, and appointments are conducted in private, secure settings to maintain Resident privacy.**

Reviewed by a group of Park Place Family Representatives



## OUR MISSION:

Park Place Seniors Living strives to provide enriched life experiences to seniors through innovation and creativity.

## OUR VISION:

At Park Place Seniors Living we are known for our unwavering commitment to enriching the lives of those we serve by providing a voice and a choice with dignity, respect and empathy.

Park Place Seniors Living | 1656 West 75 Ave, Vancouver  
[parkplaceseniorsliving.com](http://parkplaceseniorsliving.com)



# Virtual Health Services



# About Our Virtual Health Services

At Park Place Seniors Living, we embrace the use of technology to provide health services remotely. Virtual health services allow providers to deliver expert care through secure, real-time communication. Since the COVID-19 pandemic, virtual health services have become a more common and convenient option. To learn which services are available virtually, please speak with the Director of Care.



## Ethical and Legal Responsibilities

Healthcare providers are held to the same professional standards with virtual health services as they are during in-person visits. They must use their clinical judgment to assess whether virtual care is appropriate for each Resident and specific health situation.



## Benefits and Limitations

Virtual health services offer the benefit of convenience by reducing the need for transportation and saving time. However, there may be limitations such as access to devices, internet connectivity issues, technology quality, or concerns around privacy if personal information is overheard. Your healthcare provider can help explain the advantages and potential drawbacks in more detail.

## How It Works

### RESIDENT ELIGIBILITY

Before scheduling a virtual appointment, healthcare providers will evaluate both the Resident and the clinical needs to ensure care provided virtually is suitable and serves the Resident's best interests.

### VERBAL CONSENT

Once you are comfortable proceeding with a virtual health appointment, your verbal agreement (consent) is all that is required.

### PREPARING YOUR APPOINTMENT

If needed, a healthcare provider will be present with you during your virtual appointment to provide assistance and support throughout the session.

