

Clinical eVisits FAQ: Asked by KHSC Physicians and Secretaries

Some staff have had success signing up for OTN eVisits as "private practitioners" rather than through the institution, would you recommend we try to sign up this way?

No, you should not be signing up as a private practitioner.

If we asked for OTN and told we are on hold, should we withdraw our OTN request if we go to REACT?

If you have submitted an OTN form to SEAMO, your account creation is in process. We do not recommend withdrawing at this point, but it will take some time for the account to be created. Reacts would be a good option at least until your OTN account is created.

Best case scenario is you have two options for Clinical eVisits.

Should we be signing up for Reacts or is KHSC/SEAMO signing us up and we will get an invite?

All physicians and their delegated secretary will receive an email from Reacts with an invitation to sign up - you don't have to do anything until you receive this email.

Is Reacts a secure platform?

Yes, Reacts is HIPAA and PIPEDA compliant. One of the main characteristics of Reacts is its robust security architecture. Reacts was initially developed for the healthcare industry; therefore, resulting in them needing to implement the strictest security standards.

How many people can I have in a Reacts session?

Reacts allows simultaneous connection between up to six (6) users. Each user can use multiple video inputs (multi-feed streaming) during a session.

Can Reacts be used on a cellular connection?

Yes, you can use a cellular connection (3G, 4G, LTE) to have a Reacts session.

Should we still use OTN for Clinical eVisits or should we be moving to Reacts?

Those who can use OTN are free to do so; otherwise, all KHSC physicians will receive Reacts as a platform to use.

How are we planning on involving residents (core and sub-specialty) in Clinical eVisits?

In the initial deployment, the priority is getting attending physicians access to a Clinical eVisit platform. Once this is completed, the KHSC Clinical eVisits Project

Team will look at the possibility of future roll-outs with residents and allied health professionals.

In the interim, residents and allied health professionals can be assigned guest accounts in order to join Clinical eVisits.

How will nurses be involved in Clinical eVisits?

As mentioned above, in the initial deployment, priority is giving attending physicians access to Reacts and then the possibility of future roll-outs with other health care providers, such as nurses, will be looked into.

How do we log onto the KHSC-Corp WiFi using a Windows 10 PC for Clinical eVisits?

If it's a KHSC laptop HelpDesk can add it to a group that will allow the laptop access the Corp WiFi. HelpDesk cannot connect personal laptops to the KHSC Corp WiFi.

If it's a KSHC laptop, they can provide HelpDesk the ITS number and they'll add them to the group.

Can OTN bill codes (B100 etc) be used for REACTS? Or would this be a K083 situation for now?

Yes, use the K code for Reacts - not B code. The B codes are for OTN only

What are the technical requirements for the patient?

The patient will need to have a valid email address, internet access, and access to a computer, tablet, or a smart phone. If they are using a computer, they will also need to have a webcam, microphone, and speakers (or headphones). If they use a smart phone or tablet, it must be iOS 10 or higher, or an Android 7 or higher.

The patient will be sent all this information, and a detailed set of instructions at the time of booking.

Do we need to conduct a test visit with Reacts as we do with OTN?

Once following the steps to set up your Pro Account, it is recommended to test your account to ensure everything is connecting properly prior to your Clinical eVisit with a patient.

Can I share my Reacts access with someone else?

No. Your Reacts subscription is not transferable and should only be used by one user to ensure confidentiality, protection of personal information and traceability. Once in use, your Reacts account will more than likely contain various pictures, videos, files, etc., in your Reacts library. All information and media added to your account are encrypted on the Reacts servers. Institutions purchasing multiple accounts have the ability to reassign access to Reacts to different users (using

different accounts) as needed through their online administrative dashboard. Your Reacts access cannot be used on two devices at the same time. If you are already logged in on a device and try to log on a different device, the system will give you the choice to either « Force log out » or « Cancel ». It will therefore be impossible for you to use the same credentials to log in to two different devices simultaneously.