



CLIENT AND FAMILY INFORMATION SHEET:

HSO's Virtual Health Standard

Virtual healthcare allows patients to receive care from providers that are not in the same place using technologies ranging from a simple telephone system to combinations of video, web portals and data messaging.

The new Virtual Health Standard (HSO 83001:2018 – Virtual Health Standard) provides guidelines of excellence for organizations participating in virtual health services to improve the safety, quality and effectiveness of virtual health services.

Some benefits of receiving care virtually include:

- Receiving care in the comfort of your own home or any other virtual health location
- The ability to include remote family members in your care
- Shorter wait times for appointments and follow-ups
- Less physical and mental stress from travel
- Elimination or reduction of travel time and reduced greenhouse gas emissions
- Saving money on parking and transportation
- Faster, easier access to specialized services



What should I expect from organizations applying this standard?

As a person receiving virtual health services:

- ✓ My information will be kept private and confidential.
- ✓ I know I can opt out of virtual health services at any time.
- ✓ I will receive information and orientation about the services I am receiving virtually.
- ✓ I am provided with information about my rights and responsibilities as a virtual health patient.
- ✓ My feedback is sought when the services are being assessed.
- ✓ My voice is heard, acknowledged and respected to the greatest extent possible, in all aspects of service delivery.
- ✓ I am asked to give consent to audio or visual recordings or images when care is being provided to me virtually.
- ✓ The organization will follow all safety laws, privacy legislation, regulations and international standards and codes that are relevant to the services they are providing.

HSO is committed to ensuring that every process and outcome of our work is informed, influenced and shaped by the people for which they matter most. Partnerships with people including patients, clinicians, administrators, academics and policy makers are formed to ensure we co-design, develop and deliver the best possible products and services.

Join the movement by joining a technical committee or reviewing our standards up for public review at <https://healthstandards.org>



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