

Reid, Michael HLBC:EX

From: Poveda, Adriana HLBC:EX
Sent: August 27, 2013 12:01 PM
To: Lacsina, John P HLBC:EX
Subject: RE: Medeo update

I can take it from here.

Thank you,

AP

From: Lacsina, John P HLBC:EX
Sent: August 20, 2013 9:12 AM
To: Poveda, Adriana HLBC:EX
Subject: FW: Medeo update

Hi,

Received an e-mail from Medeo asking for updates regarding HLBC.

John Paul Lacsina
Data Steward, Directory Services
HealthLinkBC -- *an integral part of health interactions*
250-4170 Still Creek Drive | Burnaby, BC | V5C 6C6
Tel. (604) 215-7190 FAX (604) 215-5135
<http://find.healthlinkbc.ca/> | www.info.chardbc.ca



From: James Basnett [<mailto:james@medeo.ca>]
Sent: August 20, 2013 9:09 AM
To: Lacsina, John P HLBC:EX
Subject: Medeo update

John:

Nice chatting with you on the phone. We were ecstatic to hear previously that your team was open to including us in your health services directory.

This is a top priority for us and I'd be happy to engage with anyone at HealthLink who might be able to discuss the inclusion of Medeo in HLBC. I would be more than grateful if you could forward this to whomever is managing the portfolio.

As always, thank you kindly for your time.

Best,

James

--

James Basnett
VP MARKETING



Medeo Corporation
Toll Free: (888) 297-2973

Mobile s.22

Fax: (604) 227-6238
www.medeo.ca

Reid, Michael HLBC:EX

From: Joshua Weinstein [joshua@medeo.ca]
Sent: February 26, 2013 6:35 PM
To: HLTH HLBC CHARD Support HLBC:EX

Follow Up Flag: Follow up
Flag Status: Completed

Hello,

I would like to request a business account to the services provided through CHARD. Medeo is a Vancouver based startup, currently testing a platform for home tele-medicine video between a doctor(s) and patient. Our business model leverages a doctor-pays, rather than patient-pays approach, thus our app is free for people (patients) to use. The value proposition remains high for doctors, especially those on maternity leave or nearing retirement. We bill MSP through the OSCAR EMR system.

For more information, see medeo.ca. If you would like to sign up, please feel free to use and share this link: https://secure.medeo.ca/sign_in

We hope to provide an enhanced comprehensive list shared among healthcare providers in BC. Our goals aim to improve the provincial collaborative care infrastructure and referral process, and to enable a better management paradigm for chronic care. Access for Medeo to the CHARD directory will be a paramount step towards improving wait times at hospitals and connecting rural patients with doctors from other places in the province.

I look forward to your response, and am available to you for any questions you may have.

Thank you for your time,

Joshua

--

Joshua Weinstein
Research Analyst



Medeo Corporation
Toll Free: (888) 297-2973

Fax: (604) 227-6238
www.medeo.ca

Reid, Michael HLBC:EX

From: Joshua Weinstein [joshua@medeo.ca]
Sent: March 14, 2013 8:57 AM
To: HLTH HLBC CHARD Support HLBC:EX
Cc: Weston Triemstra
Subject: Request for Medeo access to Chard directory
Attachments: 5 pager.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi Linda,

Thank you for taking the time and answering my questions on Tuesday regarding access for Medeo to the Chard directory.

Medeo's telemedicine platform allows doctors and patients to share a secure video-conference. We currently offer our platform in British Columbia, and intend to extend services across Canada. The Chard list would be visible to licensed practitioners in BC only. Please find attached an information piece which we share with doctors; our website can be found at: <https://www.medeo.ca/>. If you (or anyone at Chard) would like a demo (including latest features/updates), please contact Chris Browes, our VP Physician Services.

We are hoping to improve the collaborative infrastructure for complex care, continuity and transition of care, while ensuring privacy, security, and integrity of data. Medeo respects ownership of data, and abides by all inter-physician agreements which may be in place. Utilizing the Chard directory, Medeo can ensure the most up-to-date information is available to doctors from within our platform. *Patients will not have access to the Chard directory.*

Doctors which have used / are using our system include:

Dr. Nicole Pewarchuk

Dr. Jesse Pewarchuk

Dr. Chris Watt, whom will be using our platform in each of his clinics.

... As well as a few doctors which have signed up to use our platform but have not yet held any encounters. Dr. Marcus Lem is working on using our platform to consult with infectious patients, and Dr. Ronald Joe is in discussions with us regarding research opportunities.

I appreciate your attention to our requests, and look forward to continuing dialogues with you and the Chard team.

Warm regards,

Joshua Weinstein

--

Joshua Weinstein

Research Analyst



Medeo Corporation

Toll Free: (888) 297-2973

Fax: (604) 227-6238

www.medeo.ca





Expand your practice at your convenience

Consult with your patients from anywhere with a computer and internet access. Set your availability and visit with patients at your convenience.

Give your patients better access to health care

Improve your clinic by providing your patients with revolutionary access to health care whenever they need it.

Quality

For some clinical services, consultations are no different from face-to-face visits.

Access

Increase patient retention by allowing them to visit outside normal working hours.

Productivity

Patients will experience consistent care with reduced personal travel costs, waiting room time, and faster referral turnaround.

Grow your clinic from virtually anywhere

Built for doctors and clinics, Medeo makes it easy to attract new patients, perform a higher volume of consultations from any location and increase revenue through telehealth compensation.

Simple billing

Save time by having your billing taken care of for you. Relax. We handle it all.

Reduce overhead and keep practicing

No need for additional rent, office space, reception, or assistants to handle operations and filing storage. Medeo keeps track of every visit for you including your patients health records.



How it works

Sign up for Medeo online and create a username by entering your desired username, password, email and mobile phone number.

Medeo [SIGN IN](#)

WELCOME **CREATE ACCOUNT** **CONFIRM ACCOUNT** **ACCOUNT DETAILS** **ACCEPT CASES**

Sign up as a Practitioner

First name **Last name**

Email **Mobile Number**

Password **Password confirmation**

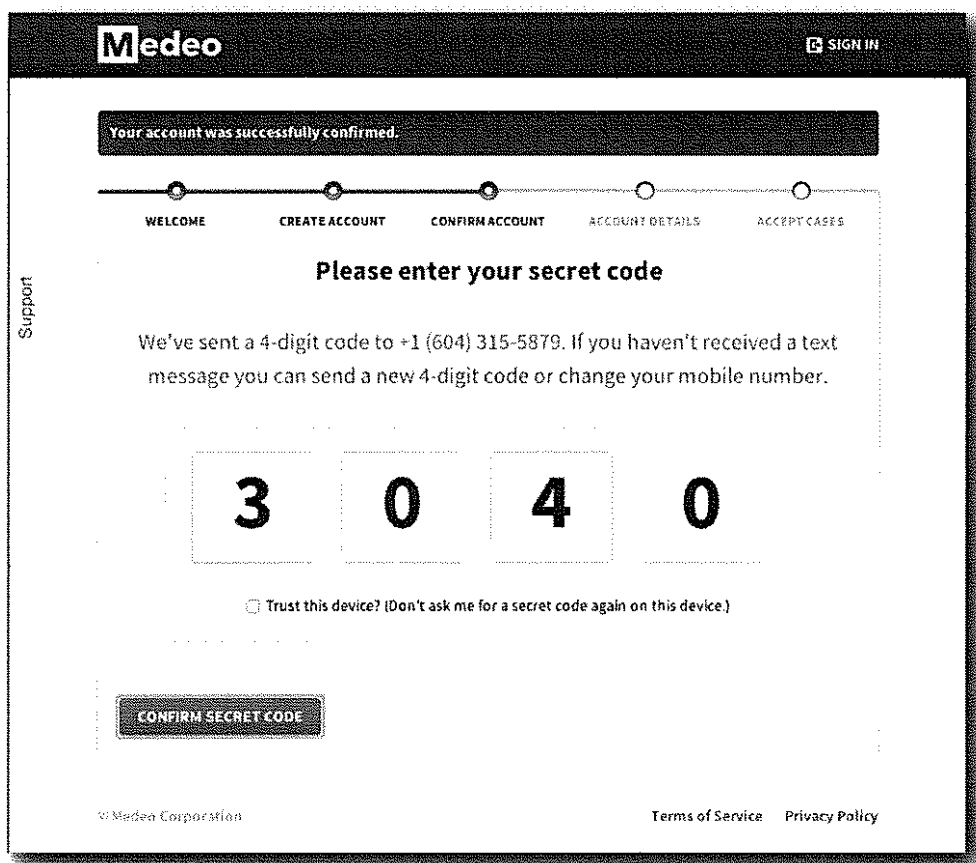
☐ I agree to the [Terms of Service](#) and [Privacy Policy](#).

CREATE MY ACCOUNT

© Medeo Corporation [Terms of Service](#) [Privacy Policy](#)

Complete Registration

For security purposes we require two step authentication. Each time you log in, a four digit time sensitive password is sent to your mobile phone.



Medeo [SIGN IN](#)

Your account was successfully confirmed.

WELCOME CREATE ACCOUNT **CONFIRM ACCOUNT** ACCOUNT DETAILS ACCEPT CASES

Please enter your secret code

We've sent a 4-digit code to +1 (604) 315-5879. If you haven't received a text message you can send a new 4-digit code or change your mobile number.

3 0 4 0

☐ Trust this device? (Don't ask me for a secret code again on this device.)

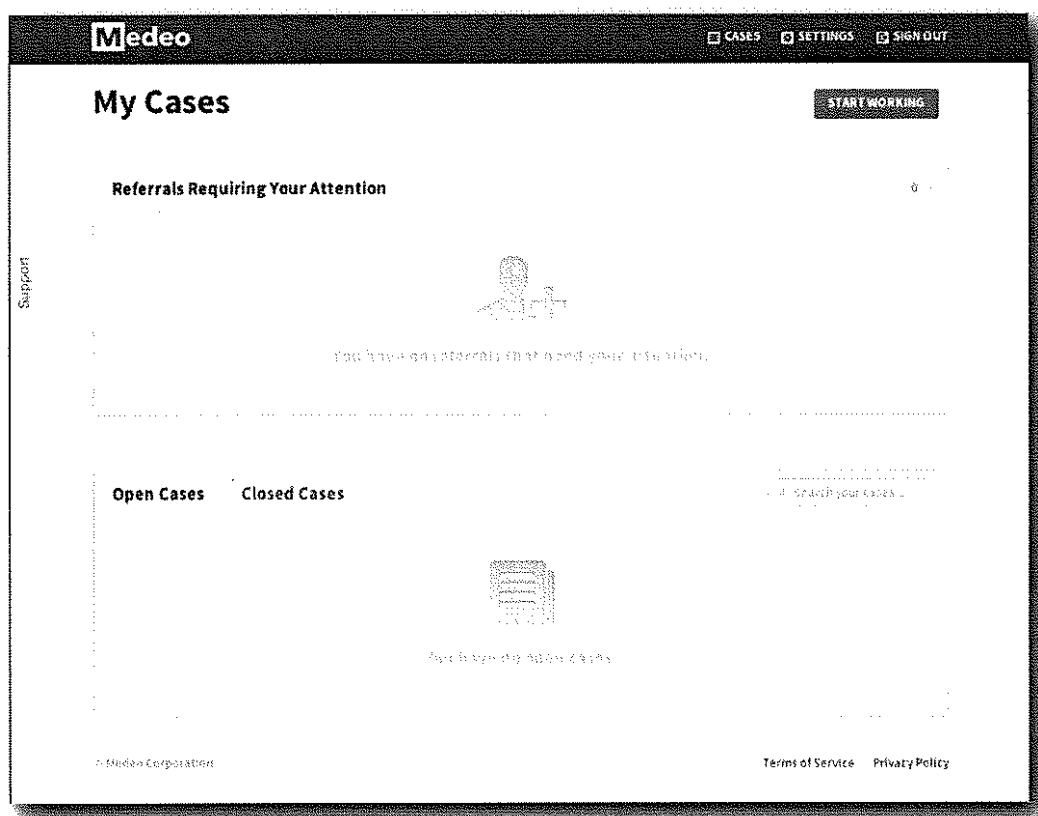
CONFIRM SECRET CODE

Medeo Corporation [Terms of Service](#) [Privacy Policy](#)

Once logged in, you will be required to enter your license number and the province you wish to practice in. Our team verifies this information and approves you as a licensed practitioner to use the Medeo Platform.

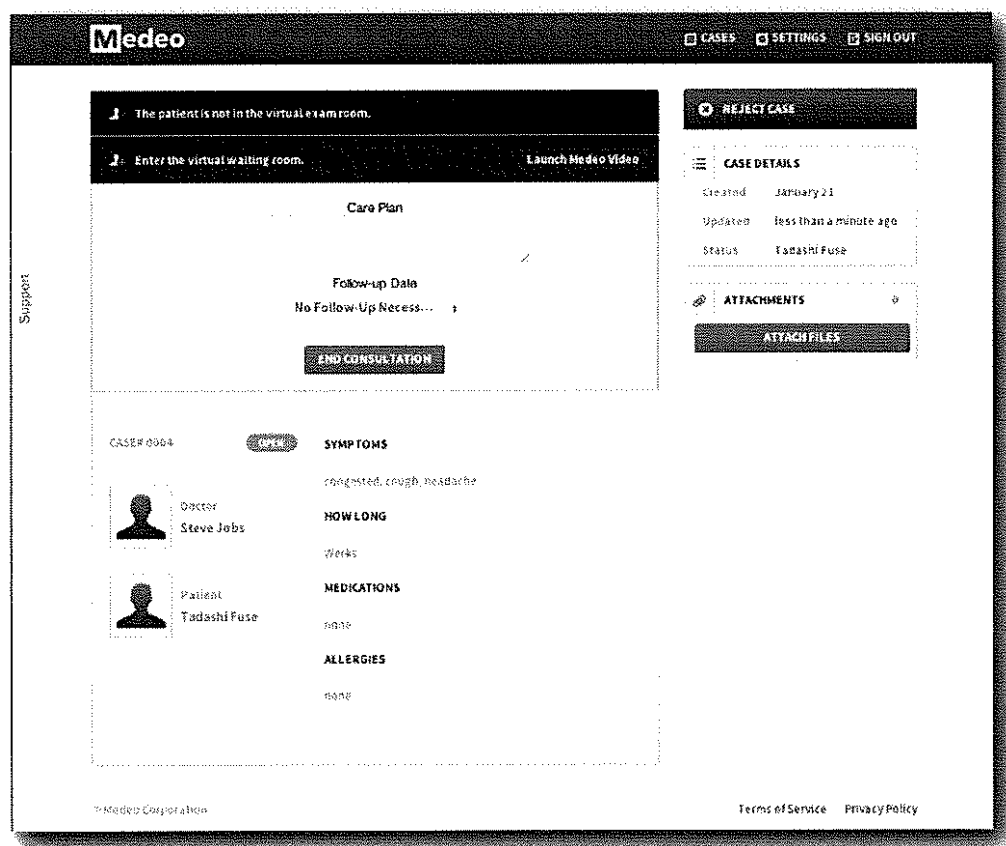
Your Dashboard

Once approved, you can change your availability and edit your settings from the homepage. Below is the 'Cases' page where you can view, manage and update your cases based on each visit.



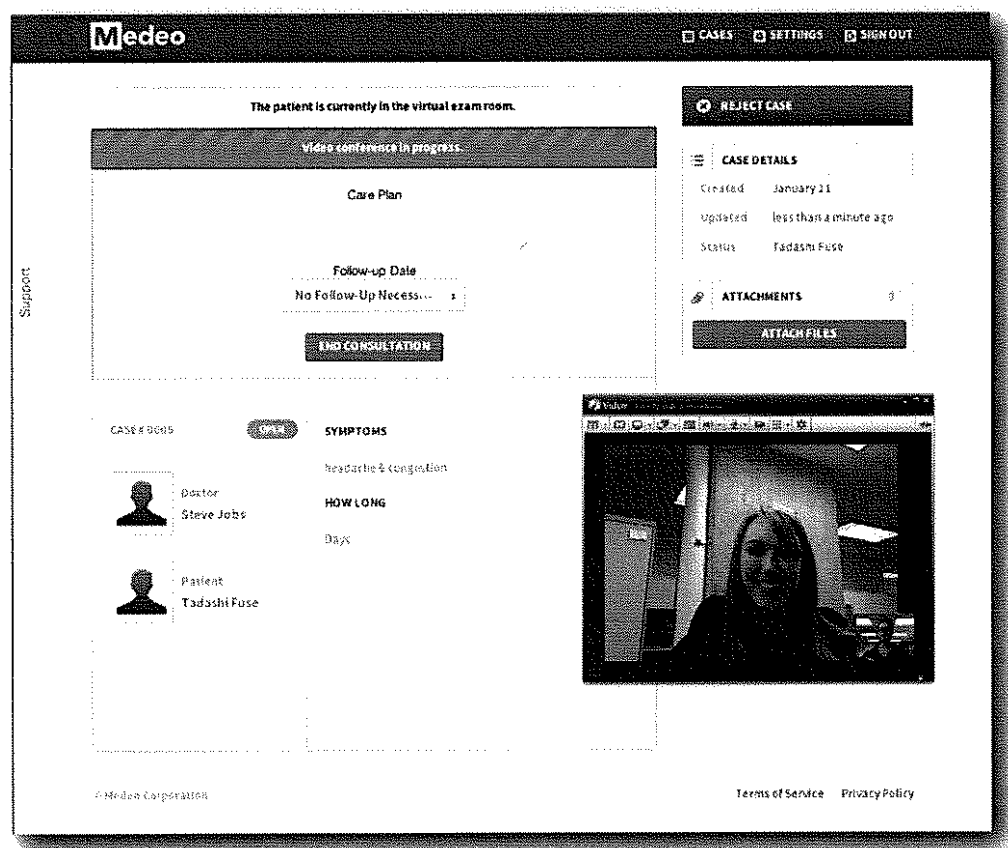
Cases

When reviewing a case, it's easy to view your patient's information. From here you review symptoms, the length of time the patient has been ill, medications being taken, and the patient's allergies. The platform also allows you to review attached files and additional documents to each case.



Patient Visit

By clicking "Launch Medeo Video" you will enter the virtual exam room where you will visit your patient using Medeo.





Contact

For more information about Medeo, please request a demo by phone or email to:

Chris Browes

VP Physician Services



Medeo Corporation

1.888.297.2973

chris@medeo.ca

www.medeo.ca

McGinnis, Deb HLTH:EX

From: Beyea, Bonnie HLTH:EX
Sent: Tuesday, April 2, 2013 2:02 PM
To: McGinnis, Deb HLTH:EX
Subject: RE: new concern -what happened with the query on the medeo website

Deb, you are meeting on Tuesday April 9th with Kim Lacharite to discuss this.

From: Beyea, Bonnie HLTH:EX
Sent: Tuesday, April 2, 2013 11:42 AM
To: McGinnis, Deb HLTH:EX
Subject: FW: new concern -what happened with the query on the medeo website

I spoke briefly to Jane this morning, but she was heading into a meeting and will call me back this afternoon. Is there anything in particular from a privacy perspective you would like me to mention to her about Medeo?
Bonnie

From: Lock, Gwen HLTH:EX
Sent: Tuesday, April 2, 2013 11:13 AM
To: Beyea, Bonnie HLTH:EX
Subject: RE: new concern -what happened with the query on the medeo website

Hi Bonnie, thanks – no I haven't heard – some quick searching ...

- www.medeo.ca – is a registered Go.daddy domain (2012/12/13) – registrant is Medeo Corporation, contact Ryan Wilson (208 – 128 West 6th Ave, Vanc); IP address is 54.245.26.12 – which has a domain name AmazonAWS.COM – Amazon Web services – Cloud (aws.amazon.com)
- the 'stay tuned' form is a Wufoo eforms application for signup forms – which is signup form with a European (wufoo.eu) address; the Wufoo company was bought by Surveymonkey in 2011.

Dr. Gwen Lock CISSP

Ministry Information Security Officer

| Information Security and Audit | Health Information Privacy, Security and Legislation | Health Sector IM/IT | Ministry of Health
| 3rd floor, 1483 Douglas St., Victoria BC V8W3K4 | Email: Gwen.Lock@gov.bc.ca | Information Security: HLTHInfoSec@gov.bc.ca
| Ph: 250.387.2875 | Cell: s.17 Fax: 250.356.2530

"Security is *everyone's* responsibility"

From: Beyea, Bonnie HLTH:EX
Sent: Tuesday, April 2, 2013 10:38 AM
To: Lock, Gwen HLTH:EX
Subject: FW: new concern -what happened with the query on the medeo website

Have you heard anything about Medeo?

From: London, Jane HLTH:EX
Sent: Thursday, March 28, 2013 1:31 PM
To: Beyea, Bonnie HLTH:EX
Subject: FW: new concern -what happened with the query on the medeo website

Hi Bonnie,

I am wondering what your area's interest is on the email thread below?

s.13

Can you please have a read through and give me a

quick call, when you have a moment or we can meet?

Thank you

Jane

From: Jabs, Ryan GCPE:EX
Sent: Thursday, March 28, 2013 1:22 PM
To: London, Jane HLTH:EX
Subject: RE: new concern -what happened with the query on the medeo website

Hi Jane,

Thanks for the call.

s.13

s.13

Take care,

Ryan Jabs
Manager, Media Relations and Issues Management
Ministry of Health Communications
Government Communications and Public Engagement
(250) 952-3387
Cell: s.17
Ryan.Jabs@gov.bc.ca

From: London, Jane HLTH:EX
Sent: Thursday, March 28, 2013 12:28 PM
To: Jabs, Ryan GCPE:EX
Subject: FW: new concern -what happened with the query on the medeo website

Hi Ryan~

I have a potential issue and I'd like to have a discussion and obtain some advice/feedback. I have included some background and some of the "normal" steps I would usually take, below. Do you have some time for a quick phone call today or a discussion early next week? The questions and concerns within the Ministry and

the BCMA are growing so interested if you have advice on how to proceed based on the reactions I have received.

Thank you,

Jane London

Manager, Provincial Telehealth Office (PTO)

Health IT Strategy Branch

Health Sector IM/IT Division

BC Ministry of Health

4th Floor - 1483 Douglas Street

Victoria, BC V8W 3K4

250-356-2298 (voice)

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Background

Until 2010 the MSP Preamble on Telehealth stated:

- "Telehealth Service" is defined as a medical practitioner delivered health service provided to a patient at a Health Authority approved, publicly-funded telehealth program, and live image transmission of those images to a receiving medical practitioner at another approved site, through the use of video technology. "Video technology" means the recording, reproducing and broadcasting of live visual images utilizing a direct interactive video link with a patient.

In 2010 as response to physicians via the Shared Care Committee, Tariff changed the MSP Preamble to:

- If the sending and/or receiving medical practitioner are not in a Health Authority approved site, the medical practitioner is responsible for the confidentiality and security of all records and transmissions related to the telehealth service.

Discussion

The preamble was changed to support the use of technology by physicians in their office, rather than travelling to a health authority approved site. Privacy, secure transmission (private HA network connecting all HAs with sufficient bandwidth and quality of service applied) and confidentiality of Health Authority Telehealth related sessions are the responsibility of the Health Authority; they adhere to guidelines (National Initiative for Telehealth Framework of Guidelines (NIFTE)), Accreditation Standards that include Telehealth; PIA/STRAs are developed. There are formal HA procedures for identifying the patient; procedures are known and published etc (patient consent is obtained; recording of session does not occur. There are staff available to support a patient if needed after a session and there is HA technical support to assist with patient or provider if issues should occur.

I don't know what a physician deems as secure and confidential or to what technical standard they are conducting potential videoconferencing session, ie; unencrypted, public internet skype software. The Ministry doesn't publish Telehealth standards; the HA's have their own standards and guidelines they adhere to.

From: Kirkpatrick, Dianne HLTH:EX
Sent: Friday, March 22, 2013 11:51 AM
To: Johnson, Val L HLTH:EX; London, Jane HLTH:EX
Subject: RE: new concern -what happened with the query on medeo

Jane...we are continuing to get concerns about this.....anything yet

Dianne Kirkpatrick
 A/Director
 Medical Services Operations and Policy
 Medical Services and Health Human Resources
 Ministry of Health
 250 952-2290

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From: Johnson, Val L HLTH:EX
Sent: Friday, March 22, 2013 11:48 AM
To: Kirkpatrick, Dianne HLTH:EX
Subject: new concern -what happened with the query on medeo

Hi Di,
 Another question from the BCMA-concern expressed to them from a psychiatrist about the company medeo.
 The question from the BCMA:

McGinnis, Deb HLTH:EX

From: Porter, Rodney GCPE:EX
Sent: Tuesday, June 4, 2013 8:25 AM
To: Sieben, Nikki HLTH:EX
Subject: FW: CBYG: Telehealth program

CBC PG

From: tno@gov.bc.ca [<mailto:tno@gov.bc.ca>]
Sent: Tuesday, June 4, 2013 8:23 AM
Subject: CBYG: Telehealth program

s.3

McGinnis, Deb HLTH:EX

From: Porter, Rodney GCPE:EX
Sent: Tuesday, June 4, 2013 8:24 AM
To: Sieben, Nikki HLTH:EX
Subject: FW: CKNW: Cunningham - Medeo service

From: tno@gov.bc.ca [mailto:tno@gov.bc.ca]
Sent: Tuesday, June 4, 2013 7:32 AM
Subject: CKNW: Cunningham - Medeo service

s.3

s.3

Page 20 redacted for the following reason:

s.3

McGinnis, Deb HLTH:EX

From: Olorunjojon, Zachy HLTH:EX
Sent: Tuesday, June 4, 2013 10:36 AM
To: London, Jane HLTH:EX; Sieben, Nikki HLTH:EX; Shrimpton, Paul HLTH:EX; Lacharite, Kim A HLTH:EX
Cc: Schmidt, Tracee HLTH:EX; Aitken, Jeff HLTH:EX; Nielsen, Kristofer HLBC:EX; Kirkpatrick, Dianne HLTH:EX; Falconer, Mary JAG:EX; Johansen, Nadeen C HLTH:EX; McGinnis, Deb HLTH:EX; Beckett, Daryl K HLTH:EX; Johnson, Val L HLTH:EX
Subject: RE: Medeo

Thanks for your update, Jane.

You might consider engaging PSD, CPBC and BCPhA for their perspectives as well. I suggest this because one of potential services Medeo mentioned in their campaign is prescription refill. There could be concerns around:

- How will Pharmacists dispense such refills?
- What documents will be provided to patients during such video conference consultation?
- Could Pharmacists rely on such video conference scripts to dispense?
- Impact on College of Pharmacists' (CPBC) professional practice and regulation; and
- BC Pharmacy Association's perspective and messaging to their members.

Thanks,
Zachy.

Zachy Olorunjojon
Director | PharmaNet Modernization & Diagnostic Imaging Projects |
Strategic Projects Branch | HSIMT Division, Ministry of Health
3rd Floor, 1483 Douglas St, Victoria BC, V8W 3K4 |
| New Phone: 250-356-2434 Mobile: s.17 Fax: 250 952-6084



THINKHEALTHBC.CA



@ThinkHealthBC

From: London, Jane HLTH:EX
Sent: Tuesday, June 4, 2013 10:07 AM
To: Sieben, Nikki HLTH:EX; Shrimpton, Paul HLTH:EX; Lacharite, Kim A HLTH:EX
Cc: Schmidt, Tracee HLTH:EX; Aitken, Jeff HLTH:EX; Olorunjojon, Zachy HLTH:EX; Nielsen, Kristofer HLBC:EX; Kirkpatrick, Dianne HLTH:EX; Falconer, Mary JAG:EX; Johansen, Nadeen C HLTH:EX; McGinnis, Deb HLTH:EX; Beckett, Daryl K HLTH:EX; Johnson, Val L HLTH:EX
Subject: FW: Medeo

Hello everyone~

The Ministry is aware of medeo.com and others. We (PTO, MSD and the BCMA) have received questions and concern for several weeks from physicians. We have been in contact with MoH Privacy and Security, MSD billing, MoH Professional Regulation, the College of Physicians, GCPE and MoH legal. I have several meetings scheduled this week and IBNs underway. Will keep you posted. Some of our immediate questions revolve around:

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-
-
-

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Nikki et al, thank you for forwarding news release information which I have attached.

I have included some of the earlier email threads expressing concern about the private web site: *"This company is apparently running a marketing program whereby they are contacting physicians to "sell them" an App for their smartphones by which the physicians can conduct telemedicine visits. (website: <https://www.medeo.ca/>) One of his concerns is that they say it is free to the patient and free to the physician so he's wondering where they are making their money."*

From: London, Jane HLTH:EX
Sent: Monday, May 27, 2013 1:49 PM
To: Beckett, Daryl K HLTH:EX
Cc: Brekke, Liv HLTH:EX
Subject: RE: Telehealth videoconferencing internet sites

Hi Daryl,

Thank you for meeting with me on such short notice. I wanted to be able to give you an update on some of the questions the College asked you regarding telemedicine/telehealth:

While a new minister has yet to be named, it would be very helpful if Bob and I could have some understanding about what the government is thinking.

s.13

- 1) Physicians are able to bill for telehealth services as per the Medical Services Commission fee schedule:
<http://www.health.gov.bc.ca/msp/infoprac/physbilling/payschedule/index.html>

s.13

As you know, Health Authorities to date have adhered to rigorous telehealth standards; all ehealth/telehealth traffic is carried along a secure, private network; the eHealth Network Gateway (eNG) and all facilities are in the process of completing a National Telehealth Accreditation process and have adhered to National Initiative for Telehealth Framework of Guidelines. There is technical support for the sessions, telehealth coordinators meet patients, explain the use of equipment and other key steps.

The Ministry is in the final stages of delivering an evaluation document for a proof of concept pilot project that will outline how to extend the secure Physician Private Network (that connects to Health Authority eHealth Network Gateway) to community based gps and specialists for videoconferencing service delivery.

In the meantime, the use of private web sites are appearing and physicians have reached out the college to learn more.

s.13

Does this sound about right? If I've missed something, please advise.
Thanks again for your time, Daryl.

Jane London

Manager, Provincial Telehealth Office (PTO)
Health IT Strategy Branch
Health Sector IM/IT Division
BC Ministry of Health
4th Floor - 1483 Douglas Street
Victoria, BC V8W 3K4
250-356-2298 (voice)

From: Nielsen, Kristofer HLBC:EX
Sent: Tuesday, June 4, 2013 9:26 AM
To: London, Jane HLTH:EX
Subject: FW: Medeo

Good morning, Jane.

Just wondering if you have had any contact with Medeo and/or can provide any extra context on the media release below? Any idea about security, how they authenticate a citizen, or how they process MSP billing?

Thanks,
KN

From: Olorunjojon, Zachy HLTH:EX
Sent: Tuesday, June 4, 2013 8:44 AM
To: Schmidt, Tracee HLTH:EX; Sieben, Nikki HLTH:EX; Nielsen, Kristofer HLBC:EX
Subject: RE: Medeo

Thanks for sharing, Nikki. It's worth looking to determine impact on our projects. I'll check their site and see what I can tease out too.

Zachy Olorunjojon
Director | PharmaNet Modernization & Diagnostic Imaging Projects |



THINKHEALTHBC.CA



@ThinkHealthBC

From: Schmidt, Tracee HLTH:EX
Sent: Tuesday, June 4, 2013 8:34 AM
To: Sieben, Nikki HLTH:EX; Olorunjojon, Zachy HLTH:EX; Nielsen, Kristofer HLBC:EX
Subject: Re: Medeo

I heard this on CBC this morning. Sounds like they have worked with MH. Will dig

From: Sieben, Nikki HLTH:EX
Sent: Tuesday, June 04, 2013 08:31 AM Pacific Standard Time
To: Olorunjojon, Zachy HLTH:EX; Nielsen, Kristofer HLBC:EX
Cc: Schmidt, Tracee HLTH:EX
Subject: Medeo

FYI a new Vic/Van based company has launched a service for telehealth video conferencing between patient and GP via mobile devices. I want you to both have a heads up as there are obvious links to HHM and telehealth but there are claims to e-prescribing as a service as well as referral. I have added in the current issues note and some of the media transcripts.

N

The question from the BCMA:

I received a call from a psychiatrist this morning who is concerned with a company Medeo. This company is apparently running a marketing program whereby they are contacting physicians to "sell them" an App for their smartphones by which the physicians can conduct telemedicine visits. (website: <https://www.medeo.ca/>)

Have you any knowledge of this company and is this 'kosher'?

One of his concerns is that they say it is free to the patient and free to the physician so he's wondering where they are making their money.

A second concern is that they present themselves as "approved by Medical Services Plan of BC" though not specifically stated on their website, this is how they presented themselves to this physician.

A third concern is the "e-referral" portion where you log in, describe your symptoms and are connected to a physician via the internet.

Another concern is that they are setting a limit on the patient/physician interaction as stated in their FAQ: How long is one consultation? A standard medical visit is ten (10) minutes long. The doctor or practitioner has the option to extend the visit if they believe it is necessary. Please remember that we have a one issue rule:

"one issue per patient per visit". Other specialists may offer different consultation times. This information will be made available to you when you request to see that specialist.

Val Johnson
Billing Rules Advisor
Medical Services Operations and Policy
Medical Services Branch
Phone# 250-952-1165
[e-mail-Val.L.Johnson@gov.bc.ca](mailto:Val.L.Johnson@gov.bc.ca)

Another question from the BCMA-concern expressed to them from a psychiatrist about the company medeo.
The question from the BCMA:

I received a call from a psychiatrist this morning who is concerned with a company Medeo. This company is apparently running a marketing program whereby they are contacting physicians to "sell them" an App for their smartphones by which the physicians can conduct telemedicine visits. (website: <https://www.medeo.ca/>)

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Another concern is that they are setting a limit on the patient/physician interaction as stated in their FAQ: How long is one consultation? A standard medical visit is ten (10) minutes long. The doctor or practitioner has the option to extend the visit if they believe it is necessary. Please remember that we have a one issue rule: "one issue per patient per visit". Other specialists may offer different consultation times. This information will be made available to you when you request to see that specialist.

s.13

McGinnis, Deb HLTH:EX

From: Lacharite, Kim A HLTH:EX
Sent: Wednesday, June 5, 2013 7:52 AM
To: McGinnis, Deb HLTH:EX
Cc: London, Jane HLTH:EX
Subject: Re: Confirming messaging PIPA vs FOIPPA

Great. Thanks Deb.

On 2013-06-05, at 7:49 AM, "McGinnis, Deb HLTH:EX" <Deb.McGinnis@gov.bc.ca> wrote:

Kim,

This wording looks good to me.

Deb McGinnis, Executive Director
Health Information Privacy, Security and Legislation Branch
Ministry of Health

Please note my new phone number 250-387-1268 and new office location 3rd Floor 1483 Douglas

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Privacy & Security Awareness Week June 3^d-7th

<https://qwww.health.gov.bc.ca/security>

"Privacy is everyone's right; security is everyone's responsibility!"

From: Lacharite, Kim A HLTH:EX
Sent: Tuesday, June 4, 2013 5:29 PM
To: McGinnis, Deb HLTH:EX
Cc: London, Jane HLTH:EX
Subject: Confirming messaging PIPA vs FOIPPA
Importance: High

Hi Deb,

Medeo was in the media clippings this morning. They issued a press release describing their services.

It appears as though their marketing efforts are increasing – so – we've been pulling together an issue note for the MO (due tomorrow morning).

I'd like to succinctly describe the difference between FOIPPA vs PIPA when it comes to responsibility for privacy and security of information.

Here's a few key messages we're including – that I'd like you to review and provide feedback on (as soon as possible).

- It is important to note that current, health authority-based telehealth systems are governed under the *Freedom of Information and Protection of Privacy Act*. *Under this legislation government is the custodian of personal health information and is responsible for ensuring the confidentiality and security of this information.*
- Private web sites like Medeo are outside health authority jurisdiction and governed by different legislation, the *Personal Information Protection Act*. *Under this legislation, physicians are solely responsible for ensuring the confidentiality and security of patient information.*

Thanks Deb,

h

Kim Lacharite, Lead

Health IT Strategy, Relations and Provincial Telehealth Office Lead

Health Information Technology Strategy (HITS) Branch

Ministry of Health

4th Floor, 1483 Douglas Street

Victoria BC V8W 3K4

Telephone: 250 356 - 2520

Reid, Michael HLBC:EX

From: Kam, Lida S HLBC:EX
Sent: July 9, 2013 1:20 PM
To: Poveda, Adriana HLBC:EX
Cc: Lacsina, John P HLBC:EX
Subject: RE: Medeo

Hi Adriana,

Please be advised that the Medeo family of records is now completed in HSIRN.

Below are the links to the relevant records on the FIND Site. These will be refreshed and populated overnight tonight.

<http://find.healthlinkbc.ca/search.aspx?d=RG057442>

<http://find.healthlinkbc.ca/search.aspx?d=SV063645>

<http://find.healthlinkbc.ca/search.aspx?d=SL076981>

Please let me know if you have any questions or concerns. Thank you.

Best regards,
Lida

Lida Kam
Provincial Data Coordinator, Directory Services
HealthLinkBC -- *an integral part of health interactions*
250-4170 Still Creek Drive, Burnaby BC, V5C 6C6
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From: HealthLink BC [<mailto:HLBCFeedback@gov.bc.ca>]
Sent: March 21, 2013 1:52 PM
To: bchealthfeedback@mediresource.com
Subject: Feedback: General feedback

General feedback

Feedback type: General feedback
E-mail address: eric@medeo.ca

Comments: Hi, I spoke with Michael Reed earlier today hoping to be included in the directory. The company I would like to include in your directory is Medeo: Medeo is a secure telehealth platform that allows patients to see a doctor by video conference through the web. • It helps people in remote communities, the elderly and physically disabled, who have trouble seeing a doctor • Patients have access to doctors from anywhere • Patients avoid travel time & busy waiting rooms • Patients can

see a doctor at their convenience • Patients can get referred to labs and specialists • Prescriptions are sent to their pharmacy of choice Medeo is not meant for every doctor's visit but is designed to make patients' and doctors' lives easier. Patients with MSP coverage can see a doctor using Medeo and doctors are paid by MSP using telehealth billing codes. For more information please visit <https://www.medeo.ca> or email me directly at eric@medeo.ca. Sincerely, Eric Milic

Search
query:

McGinnis, Deb HLTH:EX

From: McGinnis, Deb HLTH:EX
Sent: Friday, August 16, 2013 4:06 PM
To: Toner, Jim HLTH:EX; Moir, Patti L HLTH:EX
Cc: Shrimpton, Paul HLTH:EX; London, Jane HLTH:EX; Pratt, Christine HLTH:EX
Subject: RE: 988509 communiqué 3rd party apps
Attachments: 988509 draft communiqué medeo 3rd party apps v0 8djm.docx

Jim,

I know you said there is no deadline, but I had some time this afternoon so I've reviewed and provided comments on the document. If you do another version later I'm happy to review again.

Have a great weekend.

Deb McGinnis, Chief Privacy Officer & Executive Director
Health Information Privacy, Security and Legislation Branch
Ministry of Health

"Privacy is everyone's right; security is everyone's responsibility!"

Phone number 250-387-1268

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From: Toner, Jim HLTH:EX
Sent: Wednesday, August 7, 2013 4:42 PM
To: Moir, Patti L HLTH:EX; McGinnis, Deb HLTH:EX
Cc: Shrimpton, Paul HLTH:EX; London, Jane HLTH:EX; Pratt, Christine HLTH:EX
Subject: RE: 988509 communiqué 3rd party apps

Deb,

There is currently no deadline and it may go out from the PTO office level not the ADM's.

Regards

Jim Toner
Business Analyst, Provincial Telehealth Office (PTO)
Health IT Strategy Branch
250-356-2501 (voice)

From: Moir, Patti L HLTH:EX
Sent: Wednesday, August 7, 2013 4:32 PM
To: McGinnis, Deb HLTH:EX
Cc: Toner, Jim HLTH:EX; Shrimpton, Paul HLTH:EX; London, Jane HLTH:EX; Pratt, Christine HLTH:EX
Subject: FW: 988509 communiqué 3rd party apps

Thanks Jim,

I thought you were forwarding the Communiqué via eApprover and that's why I asked you to fwd. to me as Deb has not had to use the process yet. I will send this to Deb via email to proof – keeping in mind that we are all in our branch planning session tomorrow from 9:00 to noon and she is in back-to-back meetings until 4:30 – Friday is not much better, but I will slot some time in for this. Is there a deadline on this?

Deb: Paul would like you to proof the above document – I will find out if there is a deadline on this. P.

From: Toner, Jim HLTH:EX
Sent: Wednesday, August 7, 2013 4:25 PM
To: Pratt, Christine HLTH:EX
Cc: Moir, Patti L HLTH:EX; Shrimpton, Paul HLTH:EX; London, Jane HLTH:EX
Subject: RE: 988509 communiqué 3rd party apps

Spoke to Paul he would like it proofed by Deb and someone from MSD for the language that touches on them.

I have updated it with further edits too, please use this version v0.8.

Jim Toner
Business Analyst, Provincial Telehealth Office (PTO)
Health IT Strategy Branch
250-356-2501 (voice)

From: Shrimpton, Paul HLTH:EX
Sent: Wednesday, August 7, 2013 3:39 PM
To: Pratt, Christine HLTH:EX
Cc: Toner, Jim HLTH:EX; Moir, Patti L HLTH:EX
Subject: RE: 988509 communiqué medeo 3rd party apps.docx

Thanks – I'm wondering has this been reviewed by MSD? I'm also thinking it should be reviewed by HIPSL / Deb's branch because of the privacy questions.

From: Pratt, Christine HLTH:EX
Sent: Wednesday, August 7, 2013 3:30 PM
To: Shrimpton, Paul HLTH:EX
Cc: Toner, Jim HLTH:EX; Moir, Patti L HLTH:EX
Subject: 988509 communiqué medeo 3rd party apps.docx

Paul,

Please find the formatted version attached for ED approval (prior to going to ADMO). Also attached is the list of recipients ...

Our intent is for Lindsay to email this communiqué out...

Please advise if you approve for uploading to e-approvals ☺

Christine Pratt

Administrative Assistant to Paul Shrimpton

Health Information Technology Strategy (HITS) Branch

Phone: 250-952-6931

EMAIL RESPONSE

988509

Dear Colleagues:

(Dianne.Kirkpatrick@gov.bc.ca; Steven.Greyhurst@hssbc.ca; jeffrey.yu@hc-sc.gc.ca; DHuh@fhlhc.ca; katharine.casey@ubc.ca; beverly.mitchell@phsa.ca; srobertson@phsa.bc.ca; Laura.Caron@fraserhealth.ca; Frank.Flood@northernhealth.ca; margarita.loyola@viha.ca; Loretta.Zilm@interiorhealth.ca; vashworth@phsa.ca)

The Provincial Telehealth Office has received inquiries lately about third party websites offering telehealth services such as video consultations. This note is intended to, one, summarize our understanding of these services, and related concerns that have been communicated to us, and two, update you on related Ministry of Health initiatives.

Background - Third party websites offering telehealth services

- At least one company (Medeo) is providing a third-party mobile application to physicians and patients that allows them to connect via videoconferencing through the internet, without either party being located at a secure Health Authority site
- The promotional materials from the company Medeo indicate that they will also perform billing for the physician, and will charge the physician a 30 percent fee (with the service free to the patient)
- Current legislation does not prohibit these services being rendered and billed to the Medical Services Plan (MSP) as benefits
- Health Authority-based telehealth systems are governed under *the Freedom of Information and Protection of Privacy Act*. Under this legislation government is the custodian of personal health information and is responsible for ensuring the confidentiality and security of this information
- Private websites like Medeo are governed by the *Personal Information Protection Act*. Under this legislation, physicians are solely responsible for ensuring the confidentiality and security of patient information.

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- How is personal health information sent or shared with others that need to know this information ie. a referral to a specialist?
- What, if any, information is routed through networks located in the USA?

- If pharmacists can rely on prescriptions initiated via video conference to dispense medication or refills.
- The Ministry cannot comment on any potential impacts on the College of Pharmacists' professional practice and regulation and is not aware of BC Pharmacy Association's perspective and messaging to their members.

Discussion and Next Steps:

- The Ministry is in the final stages of delivering an evaluation document for a successful proof of concept pilot project; physicians were able to leverage the secure network offered by the Physician Private Network to provide telehealth services from their office to patients located in a secure health authority site
- To support the strategic direction outlined in BC's 2013/2014 Health Sector IM/IT Strategic Plan for connected solutions, the Ministry is also developing a strategy that will outline a provincial approach and -architecture to enhance the ability for community based physicians to deliver services through the Physician Private Network for secure and private videoconferencing
- The goal is to develop a comprehensive provincial service offering available to a broader segment of the provider community in the near future, however many decisions still need to be made
- The Ministry of Health, Medical Services Branch, has initiated a review of existing telehealth policy, working with a broad group of stakeholders, with the goal of issuing a report and any recommendations in the fall 2013

Comment [d2]: The content for this bullet does not match the rest of the list above.

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Comment [d3]: You should be explicit about what the pilot project is

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**MINISTRY OF HEALTH
INFORMATION BRIEFING NOTE**

Cliff # 986651 (x ref: 983751)

PREPARED FOR: Terry Lake, Minister of Health - **FOR INFORMATION**

TITLE: Medeo – Private Website Offering Telehealth Videoconference Service

PURPOSE: To provide information about Medeo, a private company offering telehealth services to patients and physicians.

BACKGROUND:

Medeo is one of the first private companies in British Columbia (BC) to provide a third-party mobile application to physicians and patients allowing them to connect via videoconferencing over the internet.

Medeo's website indicates they offer a secure, virtual visit with a general practitioner. Features include specialist referrals, digital prescribing, a patient's Medeo visit history, and the ability to transmit images. Medeo indicates that they will also perform billing for the physician, and will charge the physician a 30 percent fee (with the service free to the patient). Current legislation does not prohibit these services being rendered and billed to the Medical Services Plan (MSP) as benefits.

The preamble to the Medical Services Commission Payment Schedule was changed effective January 21, 2011, allowing Telehealth services to be performed outside of approved health authority sites. The update stated that "If the sending and/or receiving medical practitioner are not in a Health Authority approved site, the medical practitioner is responsible for the confidentiality and security of all records and transmissions related to the telehealth service".

Health authority based telehealth is a comprehensive, integrated provincial system that leverages common services like telehealth scheduling, bridging and helpdesk. Telehealth in BC includes:

- Over 36,000 telehealth consults via videoconferencing for fiscal year 2009/10;
- Services in over 50 clinical program areas, including: oncology, psychiatry, pharmacy; thoracic surgery, homecare, renal and neurology;
- Capacity in more than 100 communities with 230 facilities supporting 720 videoconferencing end points.

DISCUSSION:

The change to the preamble to the Medical Services Commission Payment Schedule allowing telehealth services to be performed outside of approved health authority sites has created an opportunity for Medeo and other vendors to offer an online services with unknown implications for the health sector, such as:

- Potentially increased utilization;¹
- Possible diversion of simple cases to an online clinic, negatively impacting clinics offering a comprehensive package of services.

The Medical Services Branch has initiated a review of existing telehealth policy working with a broad group of stakeholders, with the goal of issuing a report and any recommendations in the fall of 2013.

Considerations will include how third party telehealth video conferencing services offered by Medeo and others, available for patients and physicians outside of traditional care settings, fit into the BC Health Sector.

Upcoming physician negotiations may also impact telehealth policy.

Please note there is a related draft information briefing note (cliff 986252) currently under review with the subject "Third party Telehealth Applications" in the Medical Services Branch that will be shared when approved.

ADVICE:

Support full stakeholder participation in policy review to ensure any policy recommendations support the goals and objectives of the BC Health Sector.

Program ADM/Division:	Lindsay Kislock, Assistant Deputy Minister / Health Sector IM/IT
Telephone:	250 356-2401
Program Contact (for content):	Paul Shrimpton
Drafter:	Jim Toner
Date:	August 21, 2013

¹ Pong, R. W., & Hogenbirk, J. C. (2000). Reimbursing physicians for telehealth practice: issues and policy options. *Health Law Review*, 9(1), 3-12.

Background - Third party web sites offering telehealth services

- At least one company (Medeo) is providing a third-party mobile application to physicians and patients that allows them to connect via video conferencing through the internet, without either party being located at a secure Health Authority site
- The promotional materials from the company Medeo indicate that they will also perform billing for the physician, and will charge the physician a 30% fee (with the service free to the patient).
- Current legislation does not prohibit these services being rendered and billed to the Medical Services Plan (MSP) as benefits.
- Health Authority-based telehealth systems are governed under the Freedom of Information and Protection of Privacy Act. Under this legislation government is the custodian of personal health information and is responsible for ensuring the confidentiality and security of this information.
- Private web sites like Medeo are outside Health Authority jurisdiction and governed by different legislation, the Personal Information Protection Act. Under this legislation, physicians are solely responsible for ensuring the confidentiality and security of patient information.
- The Ministry cannot comment on any potential impacts on the College of Pharmacists' (CPBC) professional practice and regulation; and is not aware of BC Pharmacy Association's perspective and messaging to their members.

Discussion and Next Steps:

- The Ministry is in the final stages of delivering an evaluation document for a successful proof of concept pilot project; physicians were able to leverage the secure network offered by the Physician Private Network (PPN) to provide telehealth services from their office to patients located in a secure Health Authority site
- To support the strategic direction outlined in *BC's 2013/2014 Health Sector IM/IT Strategic Plan* for connected solutions the Ministry is also developing a strategy that will outline a provincial approach and architecture to enhance the ability for community based physicians to deliver services through the Physician Private Network for secure and private videoconferencing
- The goal is to develop a comprehensive provincial service offering available to a broader segment of the provider community in the near future; however many decisions still need to be made
- When the *2013/2014 Health Sector IM/IT Strategy Strategic Plan* is posted on the Ministry's public website I will send out messaging and a link
- The Medical Services Branch has initiated a review of existing telehealth policy with the goal of issuing a report and any recommendations in the Fall of 2013

**MINISTRY OF HEALTH
INFORMATION BRIEFING NOTE**

Cliff #

PREPARED FOR: Nichola Manning, ADM - FOR INFORMATION

TITLE: Third-party Telehealth Applications

PURPOSE: To provide information around next steps regarding the recent concerns raised around third-party applications that allow patients and physicians to connect via video conferencing.

BACKGROUND:

At least one company (Medeo) is providing a third-party mobile application to physicians and patients that allows them to connect via video conferencing through the internet, without either party being located at a secure Health Authority site. The promotional materials from the company indicate that they will also do the billing for the physician, and will charge the physician a 30% fee (with the service being free to the patient). The company's promotional materials also indicate that the patient can be located in his or her home, and that they can either connect with their own physician (who must be registered with Medeo) or another physician.

The Provincial Telehealth Office (PTO), the BC College of Physicians and Surgeons (BCCPS) and the BC Medical Association have all expressed some concerns with this care model. However, it does not appear that there is any existing policy or legislation that prohibits these services being rendered and billed to the Medical Services Plan (MSP) as benefits.

PTO has recently completed a pilot where physicians were able leverage the secure connection offered by the Physician Private Network (PPN) to provide telehealth services from their office to a patient located in a secure Health Authority site. PTO is hoping to roll this technology out to a broader segment of the provider community in the near future; however many decisions still need to be made and funding secured before this initiative is made available throughout the province.

DISCUSSION:

In a recent radio interview, Dr. William Cunningham, the current BCMA president, expressed concerns that the Medeo service not be used as a virtual walk-in clinic¹. The Medical Services Branch is concerned with quality (which is mainly the purview of the BC College of Physicians and Surgeons), as well as potential for increased utilization and misalignment with other initiatives such as Patient Attachment.

The Preamble to the Medical Services Commission *Payment Schedule* was changed effective January 21, 2011, allowing Telehealth services to include services that are performed outside of approved Health Authority sites. The wording that was added is "If the sending and/or receiving medical practitioner are not in a Health Authority approved site, the medical practitioner is responsible for the confidentiality and security of all records and transmissions related to the telehealth service".

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The Society of General Practice (SGP) published a paper entitled "Virtual Care in Family Medicine in BC" which communicated the changes to the Preamble and to its Section of the *Payment Schedule* to its members. This paper does provide information to general practitioners around privacy and security related to the increased use of technology; however it refers physicians to the "Privacy Toolkit" that was jointly published by BCMA, BCCPS and the OCIO. The last update to this toolkit was in 2009, and it contains no guidance specific to Telehealth. In addition, although this SGP publication indicates that the physician may now be located either in a Health Authority site or in his/her own office, it remains silent on the location of the patient.

ADVICE:

Since Telehealth was first introduced into the MSC *Payment Schedule*, technology has changed significantly.

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In order to ensure that Ministry policies keep up with changing technology while addressing issues of quality, privacy and security to the fullest extent possible, a policy review will be undertaken by the Medical Services Branch that will involve all of the key stakeholders (both external and internal) in this area, namely:

- BC Medical Association (BCMA)
- BC College of Physicians and Surgeons (BCCPS)
- Provincial Telehealth Office (PTO)
- Billing Integrity Program (BIP)
- Health Information Privacy, Security, and Legislation Branch

In addition, the review will include information regarding how other jurisdictions within Canada are managing Telehealth services.

Results of this review will be presented in a report, along with a decision briefing note (assuming there will be options and recommendations), and a presentation will be prepared for the Medical Services Commission.

¹ Interview CKNW Morning News Show, June 4, 2013

Program ADM/Division:
 Telephone:
 Program Contact (for content):
 Drafter:
 Date:
 File Name with Path:

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE Ministry: Health Date: June 4, 2013 Minister Responsible: HEALTH	Medeo – Private website offering Telehealth videoconference service
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ADVICE AND RECOMMENDED RESPONSE:

- We understand the College of Physicians and Surgeons has asked the Ministry about the use of private websites like Medeo for telehealth.
- The Ministry is investigating questions and concerns from BC physicians about this private website and its mobile application.

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- We strongly support the use of telehealth throughout B.C. We know it can help improve care to rural and remote locations. Telehealth facilities support over 36,000 consults by videoconference annually.
- To date, the use of telehealth videoconferencing has been conducted within a robust and comprehensive Health Authority based system.
- It is important to note that current, Health Authority-based telehealth systems are governed under the *Freedom of Information and Protection of Privacy Act*. Under this legislation government is the custodian of personal health information and is responsible for ensuring the confidentiality and security of this information.
- Private websites like Medeo are outside Health Authority jurisdiction and governed by different legislation, the *Personal Information Protection Act*. Under this legislation, physicians are solely responsible for ensuring the confidentiality and security of patient information.

BACKGROUND REGARDING THE ISSUE:

- On June 3, the company Medeo put out press release advertising their service.
- The Medeo.ca site claims to allow BC residents with valid Medical Services Plan coverage to complete an online, provincial insured visit with a licensed BC doctor.
- The news release claims that doctors can contact patients via secure, online video conferencing.
- Medeo is run by a group of doctors and a number of technical specialists (including the VIHA head South Island Division of General Internal Medicine, Dr. Jesse Pewarchuk).
- Medeo claims it is free for physicians and an insured service for British Columbians covered under MSP. It is not known how this venture will receive income.
- The College of Physicians and Surgeons has expressed interest in this venture and is reviewing its position regarding telemedicine generally.
- The Ministry or a physician/citizen using services offered by www.medeo.ca and other similar websites;

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- Does not know if pharmacists can rely on prescriptions initiated via video conference to dispense medication or refills;
- Cannot comment on any potential impacts on the College of Pharmacists' (CPBC) professional practice and regulation; and
- Is not aware of BC Pharmacy Association's perspective and messaging to their members.
- Telehealth services are currently available in approximately 50 clinical program areas, including: oncology, psychiatry, pharmacy, thoracic surgery, homecare, renal and neurology;
- The capacity for two-way, live videoconferencing for clinical, administrative and health related educational encounters exist in more than 100 communities throughout the Province of British Columbia. There are approximately 230 Telehealth facilities providing access to approximately 720 videoconferencing end points;
- Telehealth facilities supported approximately 36,000 telehealth consults via videoconferencing for fiscal year 2009/10;
- Within the BC telehealth system:
 - Quality of Service is managed on the network. Whatever bandwidth is required to support the videoconference session or transmission of images, the network is designed to manage the load and session quality is guaranteed
 - Physicians perform a patient assessment for appropriate use of telehealth service delivery via videoconferencing. This means the clinical service needs are driving the use of videoconferencing. E.g;
 - Does a Telepsychiatry session support the goals of Integrated Primary and Community based care and does the patient have the appropriate community supports needed after a consultation, if required?
 - A support system is in place, from on-site technical support to clinical support for a patient who may have questions after a clinical consultation
 - Each Health Authority has the ability to conduct videoconferencing seamlessly across Health Authority boundaries
- The Ministry is in the final stages of delivering an evaluation document for a proof of concept pilot project. This document will outline a provincial approach to extend the Health Authority network to community based physicians via the Physician Private Network for secure and private videoconferencing service delivery.
- The Provincial Telehealth Office has been included in the discussions asking for advice how to proceed regarding this company and their web site and mobile applications.
- The current MSP preamble on Telehealth states:
 - If the sending and/or receiving medical practitioner are not in a Health Authority approved site, the medical practitioner is responsible for the confidentiality and

ADVICE TO MINISTER

security of all records and transmissions related to the telehealth service.

- The Medical Services Branch in collaboration with HS IM/IT is proposing a review of existing telehealth policy over the next two to three months

DISCUSSION/ADVICE:

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- In a recent Ipsos Reid survey conducted by the Ministry, when citizens were asked directly about personal health records and electronic medical records, privacy and security was the number one concern

Communications Contact: Stephen May
Program Area Contact: Kim Lacharite, Lead Strategic Planning and Relations and the Provincial Telehealth Office
Stephanie Power, Executive Director, Medical Services Branch, Medical Services and Health Human Resources

File Created: June 3, 2013
File Updated: June 4, 2013
File Location: Document1

Minister's Office	Program Area	Deputy	Media Manager
			Ryan Jabs