This guide provides information on cleaning and disinfecting virtual care equipment in health care organizations.

Please be advised this guide is meant to complement your organization's infection control practices and should not be used in place of your organization's policies and procedures.

Health Canada is working with disinfectant manufacturers and industry associations to better inform Canadians of the products available for use to help against the spread of infections during the COVID-19 outbreak[1].

Coronaviruses are enveloped viruses. This means they are one of the easiest types of viruses to kill with the appropriate disinfectant product when used according to the label directions[1].

Health Canada has published a list of hard surface disinfectants that are likely to be effective for use against coronavirus (COVID-19). This list can be accessed here:

https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html

Video Equipment: Vendor-Specific Guidelines

For guidelines on how to clean or disinfect specific vendor's virtual care equipment, please see the following documents:

- Cisco Devices

- Polycom Collaboration Devices

Remote Controls for Telemedicine Carts

Using disinfecting wipes on remote controls may damage button lettering. Some sites have chosen to put the remotes in wipeable covers such as plastic bags which can then be wiped.

[1] https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html