

Guide to Virtual Visits with your Healthcare Provider

This guide will help you visit your healthcare provider on the phone or over video. If possible, it can be very useful to have a family member, friend, or other support person to help you prepare.

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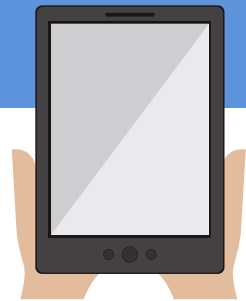


Booking Your Visit



- Virtual visits are safe and convenient for many issues, but sometimes an in-person visit is required. If you are unsure whether a virtual visit is appropriate, use their website or phone number to ask.
- Book an appointment with the doctor, nurse practitioner or other healthcare provider. Use their website or phone number to find out how.
- Ask the healthcare provider's office if you should send them anything before the visit, such as photos of your problem or symptom lists.
- Complete and send in any required forms before your virtual visit.

Prepare for your visit (>1 day before your visit)



- Choose if you will use a phone, tablet or computer. Make sure that the device is fully charged or plugged in.
- Make sure you will be somewhere with a fast and stable Internet connection for the visit.
- Download the program (application) (e.g. Zoom) that will be used for video visits.
- Choose a location for the video. Specifically:
 - have a comfortable seat with enough light so that the healthcare provider can see you.
 - try to be somewhere where other people can't see or hear you.
 - make sure the location is as quiet as possible.
- When possible, use earphones/headphones because they have a better microphone and sound. They also give you more privacy. If a friend or family member is joining you, you probably want to use speakers so that they can also hear the healthcare providers comments.
- If possible, try a test call with the healthcare provider's office or with a family member or friend.
- If you have a family member or other person who supports you in your health care, arrange for them to be there for your visit.

Things to have with you during the visit



- Your health insurance card, and photo ID if your health card does not have a photo.
- Any notes you have kept such as weight, temperature, home blood pressure, or pulse readings, and copies of any materials you had sent.
- A pen and paper to take notes.
- If you haven't seen this healthcare provider before, a record of your health history including your medical conditions, medications, and allergies.

During the visit



- Know that you may have to wait before the healthcare provider joins the virtual visit.
- If you are meeting this healthcare provider for the first time, expect that they may ask you for your photo ID.
- If you are meeting this healthcare provider for the first time, they must identify themselves and tell you where they are located and where they hold a medical license. Ask them if you are unsure.
- Let the healthcare provider know if someone else is with you and introduce them.
- Stay in front of the camera and speak clearly so that the healthcare provider can see and hear you.
- Take notes and ask questions if anything isn't clear.

After the visit



- You may receive a written summary from the office (please ensure that the office has your correct email address and contact information). Review it and let them know if there is anything that is not clear or incorrect.

Sources

HealthLink B.C. <https://www.healthlinkbc.ca/>

How to navigate a virtual care visit: Patient guide. Canadian Medical Association. (n.d.).

<https://www.cma.ca/how-navigate-virtual-care-visit-patient-guide>.