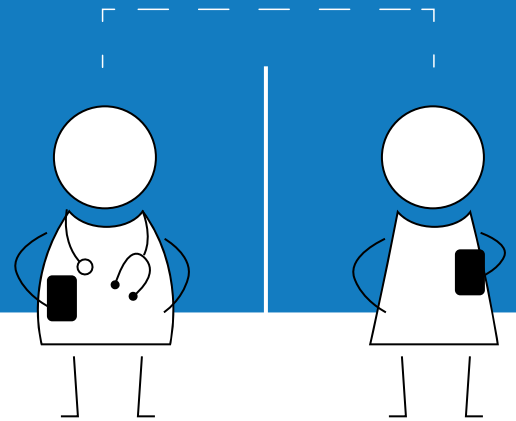


What is Virtual Care?

Virtual care is a visit with your healthcare provider that might be by a phone or video call, secure text messaging, or email as an alternative to meeting in person.

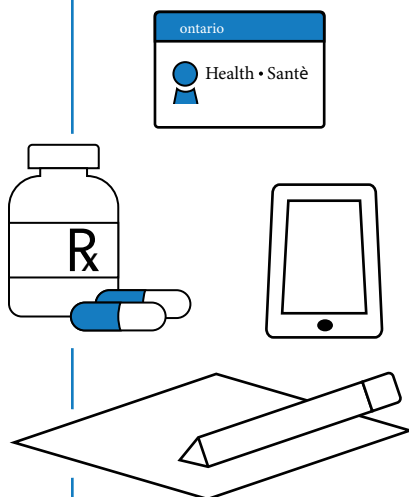


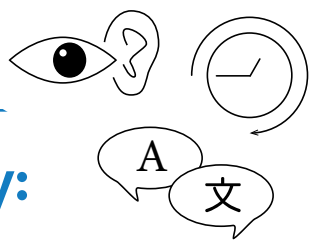
What you should know:

- Only the people providing care to you will be in the room during your virtual appointment (be sure any family member or caregiver that will join the visit knows how you will be connecting with your healthcare provider, as well as how they can safely join the visit)
- Your provider will add information gathered during your virtual visit to your health record, just like an in-person visit
- If at any time you feel uncomfortable you have the right to stop or decline the virtual visit and request an in-person appointment.
- Some healthcare providers may be able to support and provide devices that provide remote transmission of data such as bloodwork, heart rate, blood pressure etc.
- You may need to sign a consent form for the virtual visit.

What you might need:

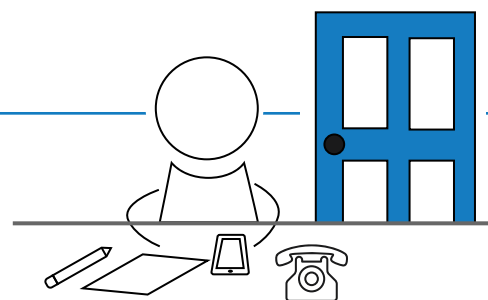
- A pen and paper for notes and directions
- Your valid Ontario health card
- A list of any symptoms you might be experiencing, when they started and whether they are getting worse
- A list of your current medications or even the bottles and your pharmacist address and phone number
- To be able to take and share pictures if your provider asks for them.





Getting Ready:

- Let your doctor know in advance if you need help with translation, hearing or vision support.
- Try to find a private and quiet space where you can speak freely.
- Be ready 15 mins before and 30 mins after your appointment time, the provider could be early or late.



Phone visits:

- Answer phone calls even if the number is not showing, some health provider numbers may show as blocked

Video visits:

- Test your system – make sure you have a stable internet connection and can access video and sound on your device, if you are having trouble or need help contact your doctor's office
- Set yourself up in a well-lit space where you are easy to see.
- Be sure your provider has a number to call in case the technology does not work



If you still have questions about virtual care contact your health care provider.

After your visit:

After your virtual care appointment follow up feedback and communications may be provided by email, or phone.