

FOR PATIENTS

To lower the chance of spreading COVID-19, some healthcare teams may offer appointments online, by phone, or email. These are known as **‘Virtual Appointments’ (VIRTUAL APPOINTMENT)**. Your health care team may reach out to you to set up a Virtual Appointment. This may be new to many people, clinicians and patients alike. Here is a quick guide for making your Virtual Appointment a successful one.

Setting Up Your Technology

- You will need to know what kind of technology is needed to participate in a VIRTUAL APPOINTMENT.
- Ask if it will be an email, phone call or video call. Which program or app will they be using?
- You may need to download an app and set up an account beforehand.
- If you are unsure of how to set up your technology, ask someone for help.

Knowing Your Privacy, Safety and Confidentiality Rights

- Your health care organization should have information available on their website about respecting your privacy, safety and confidentiality. If you have any questions, please ask your provider at the beginning of your VIRTUAL APPOINTMENT.
- Know how to report or inquire on a possible safety, confidentiality or security breach relating to your VIRTUAL APPOINTMENT.

Getting Ready for Your Virtual Appointment

- Make sure that your technology is set up properly.
 - Are your microphone and video camera working properly, if needed?
 - Are you in a quiet spot so you can easily hear and be heard?
 - Do you want a family member or caregiver to be with you, to write notes or ask questions?
- Have all your materials ready before the meeting, including:
 - Your health card;
 - A pen and paper to write down information and instructions;
 - A list of medications you are taking, whether prescribed or over the counter, including vitamins, herbal remedies, and supplements;
 - Notes of your medical history, symptoms, and;
 - Any questions you have.

Actively Participating in Your Virtual Appointment

- At the beginning of your VIRTUAL APPOINTMENT, your clinician will ask for your consent to participate.
- Your clinician will also verify your identity by asking for two types of identification, such as your name, birthdate, address, and/or health card number.
- It's important that you actively express your needs, goals, and raise any other questions you may have during your VIRTUAL APPOINTMENT just as you would in person.
- Together, you and your clinician will develop a care plan that meets your needs and goals.
- Before the call is over, ensure you understand your plan going forward, how to manage your symptoms, and when you should be following up.
 - i.e. bloodwork, tests, prescriptions, referrals, follow-up with other members of your care team, etc.
- Do you have the resources and tools you need to effectively take care of your health during this time?

Following Up

- Be sure to follow your care plan and know how to follow up with your clinician if your condition changes.
- Ask for copies of your patient records or other relevant information.