

# My Virtual Health Visit Checklist

## NORTHERN HEALTH VIRTUAL CLINIC

Use this checklist to help you prepare for a successful visit with your care provider.

### Planning for your visit

Let your care provider know if you would like someone to attend the virtual visit with you. (Family support? Interpreter? Or other Healthcare Provider?)

Ask what software or app your care provider will be using.

Download the software or app and set up the account beforehand if you are unsure how.

### Prepare for your visit

Set up a quiet and well-lit space. Limit chances of distractions and interruptions.

Look at what will be behind you on our device desktop. Cover or move things you want to keep private so they cannot be seen.

Test your equipment: speakers, camera, and microphone.

Get everything ready for the visit:

- Health card
- A list of medications you are taking
- Any notes you have about your medical history
- Any questions you have
- A pen and paper to write notes or instructions

### During your visit

Have an idea of what you expect to get from the visit. Ask your care provider to clarify the goals of the visit.

Plan for what to do if the call drops.

Give the care provider a telephone number to call you back.

If needed, ask people to slow down, repeat themselves or explain another way.

Review the goals for the visit. Confirm your understanding of the plan for the next steps. Ask any questions you may have.

### After your visit

Follow your care plan. Contact your care provider(s) when needed.

Enroll in HealthELife to review your Imaging or Lab results within Northern Health.

Access your result from your Health Gateway app from your phone or computer.

Access your result from your MyCareCompass/LifeLabs.



# Frequently asked questions

## What if I need health care services right away?

In an emergency, go to the emergency department or call 9-1-1 (or local emergency services in your community).

## If I can't get an appointment with my family doctor or nurse practitioner, can I call the Virtual Clinic?

Yes. The Virtual Clinic provides services to all patients in every Northern community. We encourage you to call your family doctor or nurse practitioner first to see when they have an appointment available.

## What if I don't have a computer or access to the internet?

You can connect with the doctor or nurse practitioner using just your phone (mobile or landline).

## How long will you have to wait on the phone?

Wait times depend on the volume of calls. Typical wait times can be up to 15–20 minutes, especially at the beginning of the week and/or earlier in the day.

## What does a virtual visit look like?

Virtual visits allow you to talk to a health care provider from the comfort of your own home over video or a phone call.

## It is your choice.

- **Phone:** The Provider will contact by phone as long as your appointment is not about anything that requires a visual of client's issue/concern.
- **Video:** If you have video capability, your health provider may share information with you by sharing their screen. If you have video capability, you and your health care provider can see, hear, and talk to each other.
  - booking about dermatology, or any appointment that require the Provider a visual of the client's issue/concern
  - 65 years and older
  - 12 years and under (child and parent must be present at appointment)

## Can a family member or friend attend the virtual appointment with me?

Yes – just like a regular appointment with your health care provider, a family member or friend is welcome to join you. You also have the option for three-way calling. This means a support person (family, friend, or support worker) can join the appointment from another location.

## Can I still meet with my health care provider in person?

Absolutely! This is your choice. You can schedule a face-to-face appointment with your health care provider at any time. You can also call the Virtual Clinic after hours but continue to see your regular health care provider when they are available.



## Frequently asked questions (continued)

### **Is there a cost associated with my appointment?**

There will be a cost for forms to be filled out (if they meet virtual care criteria), sick notes, clients who do not have BC Medical coverage.

The Northern Health Virtual Clinic health care providers aren't available for in-person appointments. If you need in-person care and you call the Virtual Clinic, you'll be directed to contact your family doctor if the visit can wait, or an urgent and primary care center or emergency department.

### **How is my privacy protected?**

Your personal information is protected under the Freedom of Information and Protection of Privacy Act

The Virtual Clinic uses encryption technology to the same level of protection as that provided by your bank. Only those in your circle of care will see your personal health information. This is made up of doctors and other care providers, departments, or facilities in Northern Health who are directly involved in your care.

### **Is it confidential and safe for me to talk about substance use when I call this line?**

Yes, the reason the team are asking about substance use is to help connect you to a service that can help meet your needs and/or goals. The Virtual Clinic can help connect you to Opioid Agonist Therapy services or safer pharmaceutical alternatives to street drugs.