

## Frequently Asked Questions – Virtual Visits

### General information

#### What is a virtual care video appointment?

A virtual care video appointment is a meeting with a member of your healthcare team that is done using a computer, tablet, or smartphone. You can have this appointment in the comfort of your own home, or a location of your choosing using an internet connection.

#### What happens during a virtual visit?

Your healthcare team talks to you about your current health status, any symptoms you are experiencing, and your needs. If your care team feels that an in-person visit is needed they will discuss options and next steps with you.

#### Will my family physician receive a record of my virtual visit?

Yes, your family physician will receive a copy of the summary of your appointment. If you are enrolled in the My Connected Care patient portal, you may also be able to see a note online that summarizes your visit.

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

Yes, we will ask for your preference at the time of scheduling the appointment. If you book a virtual appointment and change your mind, you can decline a virtual care appointment at any time by calling the clinic. Please note that a change in appointment type from virtual to in-person may result in a longer wait time for the appointment.

#### Will my virtual care appointment take a long time?

They usually take the same time as an in-person appointment.

### Preparation

If I agree to a virtual care video appointment, what happens next?

When we have confirmed that a virtual care appointment is right for you, we will work with you to schedule the appointment and you will be asked to provide or verify your email address. We will send you an email with information about your upcoming appointment.

Then, 48 hours before your appointment time, you will receive a second email containing a “Join meeting” link, which will allow you to connect with your provider at the scheduled time.

### **I would like a friend or family member to join the appointment. Is that okay?**

Yes, when you receive the virtual care appointment email, at your discretion, you are able to share the link with anyone else you would like to attend the appointment. During the call, your provider will confirm that you give consent for them to be present.

### **How do I prepare for a virtual visit?**

You will need a computer, mobile phone or tablet that has a camera, microphone and speakers. Please use Google Chrome, Microsoft Edge, or Safari internet browsers.

We recommend that you test your device before your appointment by clicking this link: <https://www.webex.com/test-meeting.html>.

Before joining your appointment, we recommend gathering the following:

- your health card
- your glasses and hearing aids if you use them
- a list of all the medications you are currently taking
- pen and paper

### **Do I need to have OHIP coverage to make an appointment?**

Virtual care appointments are covered by the Ontario Health Insurance Plan (OHIP). Similar to other types of health care appointments, you will need to provide this insurance information when making your appointment.

## **Privacy**

### **What are the risks of a virtual care video appointment?**

We work hard to ensure your virtual care appointment and personal health information is kept private and confidential. However, no digital communication is completely secure, and there are risks:

- Third parties may intercept and access electronic communications.
- Your information may be stored or accessed outside of Canada. For example, some email services like Gmail or Hotmail may store emails on servers outside of Canada.
- Organizations may have to share information where required by law or under court order.
- If other people use your device or email account, they could view, change, or delete your information.
- If your device has a virus or malware, your information may not be secure.
- Emails can be sent to the wrong email address. We will make efforts to confirm the correct email address is on file for you.

### **How do I provide consent?**

When scheduling the appointment, and at the start of the appointment, we will ask for your consent and whether you have any concerns with proceeding.

During the virtual care appointment are able to withdraw your consent and stop the appointment at any time. Your provider and clinic will work with you to determine the type of appointment that will work best for you. If an in-person appointment will work best for you, this may be booked for a future date.

## **Technology**

### **What technology do I need for a virtual care video appointment?**

For a virtual care appointment, you will need the following:

- a computer, laptop, or other mobile device that can connect to the internet
- a stable internet connection with access to Google Chrome or Safari browser
- a microphone and speakers
- a webcam (please note that your device may have a built in webcam)
- a private space, where others cannot hear you
- an email address

### **Can I test out my technology ahead of time?**

We recommend you test your device before your appointment by clicking this link: <https://www.webex.com/test-meeting.html>.

### **Will my virtual care appointment be recorded? Can I record my virtual care appointment?**

No recording of the session is permitted.

**What should I do if I am having technical difficulties connecting to my appointment at the scheduled appointment time?**

If you are having connectivity/video quality issues or if you have questions about how to prepare for or connect to your appointment, please visit:

<https://help.webex.com/en-US/article/nrbgeodb/Join-a-Webex-Meeting>.

If you still have difficulties connecting or questions about your health, please call your clinic.