

Virtual visits

Patient resource

What is a virtual visit?

A virtual visit is a secure way to video conference with your health care provider using a personal smartphone, tablet or computer. Talk to your health care provider to find out if a virtual visit will meet your care needs.

Note: While it is not a requirement, it's strongly recommended to download the Microsoft Teams app for the best user experience.

What do you need to know about virtual visit appointments?

What happens during a virtual visit?

A virtual visit is similar to an in-person appointment.

During the virtual visit you can:

- Talk about your concerns with your health care provider.
- Show your health care provider any rash, wound, or affected area.
- Ask questions you may have about your care.



Your health care provider can:

- Listen to your story and respect your knowledge.
- Ask questions to understand your concern fully.
- With your permission, examine the affected area.
- Invite you to move in ways that support assessment.
- Talk with you about a care plan that includes your input and values.
- Support access to specialists, Elders, or traditional healers if desired.
- Offer advice based on your preferences and goals.
- Explain medications clearly and respectfully (if needed).
- Help you access prescriptions in a way that works for you.

What are the benefits?

With virtual visits, you can see and hear each other through video. This makes it easier to understand what's being said, because you can see facial expressions and body language. Video also helps your doctor get a better look at how you're doing— something that's not possible over the phone.

Virtual Visits can help save you time and money. By connecting over virtually you don't have to travel to a clinic or hospital and you won't need to pay for parking, a taxi, or the bus. You might also get an appointment sooner than an in-person visit.

With a virtual visit, you can stay comfortable at home—and avoid being around other people who might be sick.

Before your virtual visit

- ✓ Ensure your device (computer, tablet, or smartphone) is fully charged and connected to the internet.
- ✓ Find a quiet and well-lit space.
- ✓ Get everything ready for the visit:
 - Your health card.
 - A list of any medicines you're taking.
 - Any relevant medical history.
 - Any questions you have for your health care provider.
 - A pen and paper to write down key information.
- ✓ Join the meeting link a few minutes early to test your audio and camera settings.

You can access a video enabled virtual visit without an application, on a computer or tablet. However, the experience might be different depending on the device and web browser used. Mobile users may be required to download an app.

For the best experience, it is **strongly recommend that the Microsoft Teams app is downloaded** on your computer or device.

During your virtual visit

- ✓ Introduce yourself and anyone joining you at the start of the virtual visit.
- ✓ If you experience audio or video lag, let your health care provider know. It may be helpful to turn off your video if the problem persists.
- ✓ If the call ends unexpectedly, use the same meeting link to rejoin the meeting.
- ✓ Let your health care provider know if a pause in the discussion is required to adjust your audio or video settings.

Important Considerations: Do not place confidential or sensitive information into the meeting chat. Confidential information may include your Provincial Health Number, details of your medical diagnosis or sensitive images etc.

During group sessions, all participants may be able to view messages or comments placed in the chat.

After your virtual visit

- ✓ Confirm you have a meeting invite for follow up virtual visit sessions as needed. If not, follow up with the care clinic.
- ✓ Contact your health care provider if you have any questions or didn't understand something that was said during the virtual visit.

Need help? Contact your health care provider's office if you require technical assistance, have questions about your appointment, or need to reschedule.



Microsoft Teams is an app that works on **computers, smartphones, and tablets**. You can join video calls, send messages, and share files with your health care provider to get the care you need – and best of all, the app is both **free and easy to download!**

Download Teams on a computer

- 1 Go to the Microsoft Teams website.**
Open your internet browser and go to: www.microsoft.com/en-ca/microsoft-teams/download-app
- 2 Click the “Download for desktop” button.**
This will start downloading the Teams app to your computer.
- 3 Open the downloaded file.**
Find the file in your Downloads folder and double-click it to start the installation.
- 4 Follow the instructions on the screen.**
The app will guide you through the steps to install it.
- 5 Sign in or join a meeting.**
Once installed, open the app. You can sign in with your email if you have an account or click a meeting link from your clinic to join directly.

Download Teams on a smartphone or tablet

- 1 Open the App Store (iPhone/iPad) or Google Play Store (Android).**
Tap the store icon on your home screen.
- 2 Search for “Microsoft Teams”.**
Type it into the search bar and look for the app with a purple “T” logo.
- 3 Tap “Download” or “Install”.**
Wait for the app to finish installing.
- 4 Open the app.**
Tap the Teams icon once it’s installed.
- 5 Sign in or join a meeting.**
You can sign in with your email or tap a meeting link from your clinic to join without signing in.

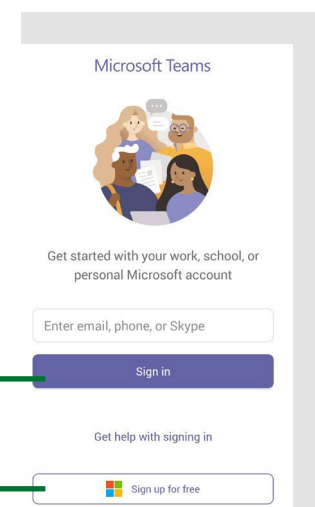


After downloading the app

Once you’ve downloaded the app you will be asked to **sign into or create a Microsoft account**.

Sign in

create a Microsoft account



Technical Requirements

- ✓ **Access to a web browser** on a computer (Google Chrome or Microsoft Edge recommended)
- ✓ **Teams app* downloaded** on a video-enabled device (e.g., mobile phone, tablet, or computer)




Note: While it is not a requirement, it's **strongly recommended** to download the Microsoft Teams app for the best user experience.

Follow steps below to access your virtual visit appointment

Open the virtual visit email you received

- 1 Click the **Join the Meeting Now** link to start the meeting.
 - If you **don't** have the Microsoft Teams app installed on your computer, click continue on this browser.
 - Alternative: you can join by phone (audio only) by calling the telephone number provided in your meeting invite and enter the phone conference ID.

Join the virtual visit

- 2 A pop-up window may appear. 
 - Select allow to let Microsoft Teams use your mic and camera if prompted.
- 3 Turn on the camera and mic. 
 - Adjust your background effects (optional).
- 4 Click "Join Now". 

On the Teams call

After you join you will enter into a **virtual waiting room**.
You will be automatically admitted by the health care provider.

