

# Virtual visit

## Patient FAQ document

### General information

#### What is a virtual visit?

A virtual visit is like a regular appointment with your health care professional or health care team, but instead of going into a clinic or hospital you talk with your health care provider through a video call on your phone, tablet or computer.

#### Is a virtual visit right for me?

While some appointments with your health care provider need to be in-person, a virtual visit may be an option depending on your health care needs and preferences. It is best to speak with your health care provider to determine if a virtual visit can be conducted for your next appointment.

#### How can I schedule a virtual visit?

If you and your health care provider determine your appointment can be conducted virtually, a confirmation email and meeting link will be provided to you by your health care provider or clinic for your scheduled appointment. If you communicate in a language other than English or have accessibility needs, an interpreter or captioning services will be booked for you.

#### What technology is used to conduct a virtual visit?

PHSA has migrated to using Microsoft Teams to carry out most virtual visits.



## Joining a virtual visit appointment

### What device do I need for a virtual visit?

A computer, tablet, or smartphone, with an internet connection. The device should have a working camera, microphone, and speakers. Joining a virtual visit from a laptop or desktop computer is encouraged for the best experience.

### Can I use a smartphone or tablet for my virtual visit?

Yes. Smartphone and tablet devices can be used to join a virtual visit. However, joining from some mobile devices may reduce your ability to use some in-call features and functions. If possible, it is best to join a virtual visit from a laptop or desktop computer.

### Do I need to download Microsoft Teams app?

If you are joining from a desktop computer or laptop, you can join a virtual visit from a web browser. However, it is strongly encouraged that patients download the Microsoft Teams app for the best experience. If joining from a mobile device, you will be required to download the Microsoft app.

### Do I need to bring anything to my virtual visit?

Yes. You will need your Personal Health Number (PHN) found on your drivers license, CareCard or BC Services card. It is recommended to bring a pen and paper in case you want to write anything down, and prepare any questions you have for your health care provider.



## Before the appointment (preparing for the virtual visit)

### How will I receive the link to join the appointment?

Your health care provider or health clinic will send you a meeting link in an email that you can click to join your virtual visit.

### What should I do if I don't receive the link?

Check your email junk/spam folder. If you still don't see it, contact your health care provider or health clinic to confirm and re-send the email invite.

### How do I prepare for my virtual visit?

Make sure your device is charged, and your internet connection is working. Find a quiet, private place with no interruptions. Join the virtual visit session by clicking the link sent to you by email. It is encouraged to join the virtual visit a few minutes early so you can input your name and check your sound and video.

### What should I do if I am running late?

Contact your health care provider's office to let them know.

### Is there technical support available if I have trouble connecting?

Contact your health care provider or health clinic using the contact information provided in your invite.

### Can I join a virtual visit if my video isn't working?

Yes. You can use the dial-in phone information found in your email invite.

## During the appointment (about the visit itself)

### What if the virtual visit is not meeting my needs?

You can stop a virtual visit at any time and request a phone call or an in-person visit.

### Can I show my health care provider a physical ailment such as a rash or injury over video?

Yes. You can show your health care provider what's bothering you through the camera on your device. If your health care provider cannot properly assess the area by video, an in-person assessment may need to be scheduled.

### Can a family member or caregiver join the virtual visit with me?

Yes. If they are joining from their own device, please inform your health care provider or health care clinic in advance to send them a meeting invite. At the start of the virtual visit session, please introduce the individual who is joining you. If the individual is physically with you but not on camera, let your health care provider know at the time of the virtual visit session.

### Will my visit be private and secure?

Yes. The virtual visit technology being used adheres to privacy rules and regulations. If you are joining a group session, be aware that others can view you and your background if your camera is turned on and messages placed in the chat can be viewed by everyone in the group. If interpreters are included in your virtual visit, they can hear and see you.

**Note:** Interpreters, like all health care providers, abide by standards of confidentiality.

### What should I do if my health care provider gets disconnected?

If your health care provider disconnects from the call by mistake, you may also be disconnected from the call. Please click the meeting link in your email to re-join the call and wait in the virtual lobby until you are let in to the main room by your health care provider. You may contact your health care provider's office or clinic if they do not return to the call.

### What should I do if I get disconnected during the visit?

If you get disconnected or accidentally leave the call, click the meeting link in your email to join again. If you cannot re-connect to the meeting, your health care provider may attempt to reach you by phone using the phone number you had provided. If you do not receive a call, please contact your health care provider clinic by email or phone.

### Can I send a private message to my health care provider during a group session?

Not at this time.

## Privacy and security

### Is my personal health information safe during a virtual visit?

Yes, virtual visits are safe and protected. Your video and information are kept private and can't be seen by anyone who shouldn't have access. It follows all health privacy rules in Canada and B.C.

### Are virtual visits recorded?

No. BC virtual visit appointments will not be recorded.

### How is my information protected?

Your virtual visit is private, just like an in-person visit. It follows B.C.'s privacy laws (FIPPA). Only your clinician can see or hear your information during a one-on-one virtual visit. During a group visit, all participants will be able to hear and see you (if your camera is on) and read information placed in the group chat. Because of this, it is important not to place confidential information into a chat during group virtual visit session.