



[Insert program name]

[Insert program address]

[Insert program contact number]

Virtual Health Visit– Patient Checklist

Schedule Your Virtual Health Visit			
1.	Receive emails from the centre	You will receive email invitation from [insert your virtual health booking email] before your visit.	
2.	Put the visit in your calendar	Recommendation: Enter the invite into your electronic calendar manually or you can also click on the attachment of the email your calendar. (No need to “Accept” the invite)	
3.	Choose an electronic device ** See Compatible Device List attached below.	You may choose to use a PC or Mac desktop or laptop, smart phone, or tablet for your virtual visit. Most iOS, Windows, and Android devices newer than 2012 are supported. Make sure your device has a camera and microphone so you will be able to see and hear during the virtual visit. Recommendation: Plug in headset or earphone before the meetings	
4.	Set up your device ** See Quick Tips for details	Smart Phone/Tablet <ul style="list-style-type: none"> - Download Skype for Business FREE from App Store or Google Play (Do download Skype for Business, NOT consumer Skype) - Install Skype for Business on your device. - Sign in is NOT required. 	Desktop/Laptop <ul style="list-style-type: none"> - Open the email invitation - Click ‘Try Skype Web App’ - Click Follow prompts on your computer to Install Skype for Business Web App plug-in (and join as guest at the time of the appointment)
		Recommendation: Set up your device as soon as you receive the email invite.	
Get Ready to Meet Your Provider Virtually before the Visit			
5.	Have reliable internet access	<ul style="list-style-type: none"> - Choose a private internet network to protect your information. - Recommendation: use your password-protected Wi-Fi at home - A minimum upload speed of 7.5 mbps is required. - TIP: Most internet services are capable of reaching this minimum speed. If you have any concerns, contact your service provider (for example, Shaw or TELUS). 	
6.	Choose a private location	Your location should provide similar privacy to an office visit. Recommendations: <ul style="list-style-type: none"> - Use a private space - Shield your computer screen from bright light 	
At the Time of Your Virtual Health Visit			
7.	Open the email invitation	Search emails from [insert your virtual health booking email] in your email inbox to find the meeting invite.	
8.	Wait in the virtual Lobby ** See Quick Tips for details.	<ul style="list-style-type: none"> - If you choose to use your <u>mobile device</u>, tab “Join Skype Meeting”, a browser will launch to ask if you wish to open this page in “Business”, Choose “Open”. - If you choose to use your <u>desktop or laptop</u>, click “Try Skype Web App”, the link will install the Skype for Business Web App and launch the meeting automatically. (Follow the prompts on your device to install the plug-in and give permission to work with your microphone, speaker, webcam, and headset.) - At the time of your appointment your provider will open the visit once you are in the waiting room. (If your provider does not open the visit within 10 minutes, call the program at [insert your number here].) 	
9.	Meet your provider virtually	Use icons appropriately to adjust volume and unmute yourself. Make sure the video conference window is full-screen if you couldn’t find the Unmute icon.	
10.	Complete the your virtual visit	Exit the meeting once complete. If the visit accidentally ends, rejoin by repeating steps 7 to 9.	

** See Quick Tips for detailed step by step guide based on your device.