

Virtual visits

Patient resource

Our vision is to boldly create an equitable, anti-racist and culturally safe health system where everyone thrives.

What is a virtual visit?

A virtual visit is a video call. Instead of meeting your health care provider (such as a doctor or nurse practitioner) in person, you meet them virtually, using a cell phone, tablet, or computer (laptop or desktop). Talk to your health care provider's office to find out if you can meet with your health care provider through a virtual visit instead of in person.

Note: cultural or accessibility supports are often available with virtual visits. Please discuss with your care provider.

What do you need to know about virtual visit appointments?

What happens during a virtual visit?

A virtual visit is like an in-person appointment. **During the virtual visit you can:**

- Share your concerns with your health care provider.
- Show any visible health concerns to your health care provider.
- Ask questions you may have about your care.

Your health care provider can:

- Listen to your story and respect your knowledge.
- Ask questions to better understand your concerns.
- With your permission, examine the affected area.
- Help you connect with specialists, Elders or traditional healers.
- Access language supports (interpreter, captioning) if needed.
- Explain your medications and treatment in a way that's easy to understand.
- Help you get your prescriptions in a way that works best for you.



What are the benefits?

With virtual visits over video, you can see and talk to your provider, which helps you feel more connected. Seeing each other's faces and body language makes it easier to understand and be understood. It also helps your health care provider check how you're doing and give you better care. This can help you feel more supported during your visit.

Virtual visits can save you time and money. You don't need to travel to a healthcare clinic or hospital, and you won't have to pay for parking, a taxi, or the bus. Concerns over driving in bad weather also won't be an issue. You might also be able to see your health care provider sooner than with 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

For the best experience, it is strongly recommended that the **free, microsoft app is downloaded** and installed on your device (computer, tablet, or cellphone) before the meeting (see **page 4** instructions)

- ✓ Ensure your device (computer, tablet, or cellphone) is fully charged and connected to the internet.
- ✓ Find a quiet place with good lighting and a secure connection.
- ✓ Gather everything you need for the virtual visit:
 - Your **health card**.
 - A list of any **medicines or supplements** you're taking.
 - Any relevant **medical history**.
 - Any **questions** you have for your 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.

Computers and laptops and Google **Chrome** or Microsoft **Edge** will provide a better virtual visit experience than tablets or cell phones or other internet/web browsers.

If you're using a cell phone, you will need to download the Teams app.

Technical Requirements

- ✓ Teams app downloaded on a cell phone, tablet or computer that can do video calls.
- ✓ Access to a web browser (Google Chrome or Microsoft Edge) if using a computer

When attending a virtual visit, it's important to join from a secure internet connection and not a public space like a coffee shop or restaurant.

Privacy considerations

You may share as much or as little about your situation as it feels right for you. When joining a virtual visit you will be prompted to enter your name. Unless your program specifies otherwise, you may use your first name or join anonymously.

Please note that everyone in the meeting can see what's written in the chat. Do not share private or sensitive information, like your health number, medical details or personal images, in the meeting chat.

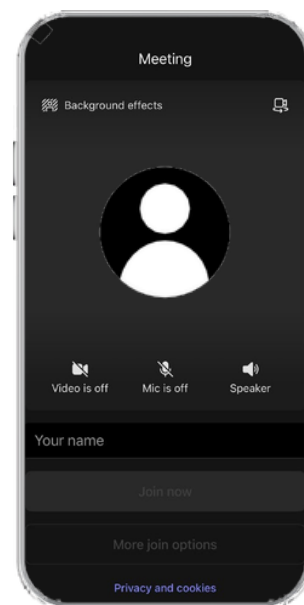
How to join a virtual visit from different devices

Whether you're joining from a **cell phone, tablet or computer** the **steps to join a virtual visit are the same**. After locating your virtual visit meeting invite, follow the steps on the **next page**.

- 1 Click the **Join the Meeting Now** link to start the meeting.
 - If you **don't** have Microsoft Teams installed on your computer, then click continue on the browser.
 - Alternative: you can join (audio only) with a landline or phone by calling the telephone number and entering the phone conference ID. Both numbers are in the meeting invite.

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 meeting

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

During your virtual visit

- ✓ Introduce yourself and anyone joining you at the start of the virtual visit.
- ✓ If the sound or video isn't working well, tell your health care provider. If it keeps happening, turning off your video might help. You may also use the dial-in number included in your email meeting invitation.
- ✓ If the call ends unexpectedly, use the same meeting link that says "Join", to rejoin the meeting.

After your virtual visit

- ✓ If you need an additional virtual visit, confirm you have a meeting invite for a follow-up visit. If you don't have the invite, please connect with your health care provider or clinic.
- ✓ If you have questions or didn't understand something during your session, contact your health care provider.

Need help? Call your health care provider's office if you have trouble with the technology, have questions about your visit, or need to change your appointment.

Virtual visits

Patient resource



Microsoft Teams is a **free app** that works on **computers, cell phones, and tablets**. It's easy to download and helps you get the care you need.

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.



Download Teams on a cell phone or tablet

Simplest

Open the meeting link before the meeting time and you will be guided to download and install the app.

Alternatively

- 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.



After downloading the app

You **do not need a Microsoft Teams account** to join your virtual visit.

When joining from the appointment link:

- If prompted to sign in, please select “join without an account”
- You may be asked to enter your name before joining the call.

Note: Joining without an account provides full audio and video participation but some advanced Teams features may not be available.

Virtual visits

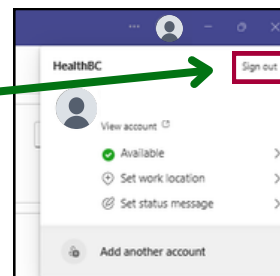
Patient resource

If Teams keeps logging you into an old Microsoft account (such as one for school or work), you can follow these steps to log out. This can be done on a computer (desktop or laptop) or on a mobile device (phone or tablet).

How to log out of an existing Microsoft Teams account

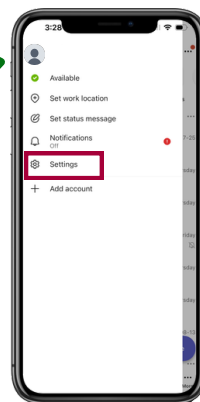
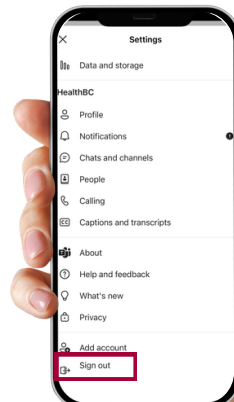
On a computer (desktop or laptop)

1. Open the **Microsoft Teams app**.
2. **Click your profile picture** found in the top right corner.
3. **Click “Sign out”** to log out of your teams account.
4. **Close Teams completely** by right-clicking the Teams icon in the bottom-right corner of your screen and selecting **Quit**.
5. You will now be logged out.



On a cell phone or tablet

1. Open the **Microsoft Teams app**.
2. **Tap your profile picture** found in the top left corner.
3. Tap **“Settings”**.
4. Scroll to the bottom and tap **“Sign out”**.
5. You will now be logged out.



You will now be signed out of your old Microsoft Teams account and will be able to join the virtual visit meeting as a guest.

Virtual visits

Patient resource

If you are unable to connect to your virtual visit appointment from the web link on your computer or cell phone you are able to join by calling in with landline or cell phone as a backup.

Cannot connect to meeting or unable to communicate in meeting

① Call the dial-in number below the meeting invite.

In the email with the meeting invite you should see several dial-in phone numbers.

Choose the one closest to you and call it with your phone.

Dial in by phone

[+1 604-900-0985, 230435411#](#) Canada, Vancouver

[+1 778-436-2665, 230435411#](#) Canada, Kelowna

[+1 778-764-0241, 230435411#](#) Canada, Prince George

[+1 778-401-6203, 230435411#](#) Canada, Victoria



② Enter the meeting ID and Passcode

The meeting ID and Passcode should be located just above the phone numbers.

Wait for the prompt and enter the requested code with your phone's touchpad.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 244 360 546 664 1

Passcode: Sn7j7946



③ Your call will be placed in a waiting room

The clinician will let you into the meeting when they are ready.

④ Call the clinic if you are not able to dial into the meeting

If you are still unable to enter the meeting, contact the clinic or clinician directly. Contact details may be available in the meeting invite email.