

**Baycrest**

# **Patient and Family Virtual Care Appointment Guide**

**During Your Appointment**

# Taking part in a Virtual Care Appointment – During Your Appointment

## Information for Baycrest patients and families

Baycrest is increasing our virtual technology efforts so that we can continue to provide patients, residents, families and our Baycrest community with safe and effective care. This means that some of our doctors and other healthcare providers will be conducting virtual care appointments using video and audio communication tools.

This package is a step-by-step guide on how you can take part in a virtual care appointment, as well as some frequently asked questions.

## What is a virtual care appointment?

A virtual care appointment is when a healthcare provider, such as a doctor or nurse practitioner, conducts a health care appointment with a patient using a telephone, smartphone, or a computer, such as a desktop, tablet, or laptop.

During a virtual care appointment, you can talk with your doctor or healthcare provider about your health-related concerns.

## What is the difference between a virtual care appointment and an in-person appointment?

During virtual care appointments, you see and talk with your doctor or healthcare provider over a secure internet connection.

## Will a virtual care appointment take the place of all my in-person appointments with my doctor or healthcare provider?

No. At this time, virtual care appointments are being used to make sure that you can still speak with your doctor or healthcare provider without having to go into a clinic or office. This type of appointment will also protect you against exposure to the COVID-19 virus since you will not need to leave your home.

If you feel you need to see a doctor or healthcare provider immediately, **go to the nearest emergency room or call 911.**

## How do I log on to my virtual care appointment?

A member of your healthcare team will send you an e-mail with instructions on how to log on to your virtual care appointment.

# What to do during your virtual care appointment

## Your virtual care appointment checklist

Here is a check list of things you should do for your virtual care appointment:

	Before your appointment and on the day of your appointment, check your email for information from your healthcare provider.
	Begin setting up your devices and internet 15 minutes before your appointment to make sure that you have enough time to meet with your doctor or healthcare provider. If using video, keep your call open just in case your doctor or healthcare provider is running late.
	When waiting for your appointment call, answer calls from any unknown or blocked callers because it could be your doctor calling if there are connectivity problems.
	Have your current medications or blister packs and any other over-the-counter medications you are taking ready.
	Have the name and contact information of your pharmacy ready.
	Make sure any family or caregivers joining your appointment know the date and time.
	Use a quiet, private, well-lit and spacious area for your appointment.
	Wear your glasses or hearing aid(s), if needed.
	Have your walker nearby, if you need one.
	Have a pen and paper ready to write down any information you may need.
	If you need information in a language other than English, please make sure a family member or an interpreter is with you at the start of your virtual care appointment.

## **What questions can I ask during my virtual care appointment?**

You can ask the same questions you would ask during an in-person visit.

To help, have a list of your questions ready so that your doctor or healthcare provider will have enough time to assess your condition as well as answer your questions.

To guide your questions, try:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Source: AskMe3®

## **How long will my virtual care appointment be?**

The length of your virtual care appointment may vary depending on your healthcare needs, but appointments can be as short as 10 minutes and as long as an hour or more.

Your doctor or healthcare provider may take a few minutes at the beginning of your virtual care appointment to make sure that all technical requirements are being met. For example, they may adjust the volume or video settings and may also ask that you adjust your volume or video settings to make sure that your virtual care appointment will be the best it can be.

## **Will my doctor or healthcare provider need to see a part of my body during my virtual care appointment?**

If you are a Baycrest hospital in-patient or an Apotex or Terraces resident, a staff member may take part in your appointment to help your doctor or healthcare provider do an examination. This means they may help your doctor or healthcare provider see some parts of your body, they may take your blood pressure, or they may use a special virtual care stethoscope that transmits information to your doctor or provider over the internet.

## **What do I do if the internet is overloaded and I have unreliable service?**

If you believe that your connection is not strong enough for a virtual care appointment, let your healthcare team know and they will make other arrangements for you.

## **What if I am ready for my virtual care appointment, yet my device or webcam is not working or my internet service is down?**

Sometimes, your internet service, or your doctor's or healthcare provider's internet service may disrupt your virtual care appointment. If this is the case, a member of your healthcare team will call you on the telephone with next steps.