

Baycrest

Patient and Family Virtual Care Appointment Guide

After Your Appointment

Taking part in a Virtual Care Appointment – After 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 after your virtual care appointment

What if I need to see my doctor or healthcare provider in-person?

It is up to your doctor or healthcare provider to let you know if your next appointment will be virtual or in-person. If you believe that you must see your healthcare provider in person, tell them and they will do their best to accommodate your needs. You should know that an in-person appointment may increase your risk of being exposed to COVID-19 or that it may not be possible to have this at Baycrest.

Will my doctor or healthcare provider send me any information after my appointment?

Depending on your needs, your doctor or healthcare provider may send you some follow-up information (for example a brochure, exercise handout, daily diary etc.) after your virtual care appointment. They will most likely send this to you using email.

When will my next virtual care appointment be?

Your doctor or healthcare provider will let you know when your next appointment will be and if it will be virtual or in-person. It will be up to your doctor or healthcare provider to determine which method will be used to best provide care for you or your family member.

What if I have a question that wasn't covered in this package?

Your doctor and healthcare provider are available to answer any questions you may have about the virtual care process. If you have any additional questions or concerns, please contact them.