

## **Humber River Family Health Team Guidelines for Patients using Virtual Care**

### How to Prepare for your Virtual Care Appointment?

- Record details surrounding appointment (ie. time, date, method of communication - OTN, zoom, Doxy.me, phone)
- Make sure device to be used for virtual care appointment is fully charged for needed time (ie. cell phone, computer, tablet, etc.)
- Find a suitable location at home that is quiet and private
- Make sure you have the following items ready: health card, list of prescription / non-prescription medications and any necessary info about previous health care and treatments related to current concern
- Write a list of questions to ask your health care provider so things are not forgotten during the appointment
- Have pen and paper to write record any advice or instructions given during the appointment

### During appointment?

- Should be alone for the appointment unless guest is required to assist with translation
- Avoid distractions (no children, pets, TV, music, etc.)

#### **Phone**

- Prop phone up (hands free) and use speakerphone in case the consult requires you to perform a movement

#### **Video Call**

- Ensure proper light and clothing are being worn so that area that has issue can be easily exposed if necessary

### After Appointment?

- Have calendar available to book follow up appointment

\*Virtual care has its limits, patients must be aware that in-person assessment by the health care provider or being sent to the emergency room for further assessment may be required.

\*\* Patients will be asked to sign a virtual care consent form when they resume in person care.

*Adapted from AFHTO Guidance document*