

During the COVID-19 pandemic, you can meet with your healthcare provider from the convenience of your home using phone or video calls. Your healthcare provider will decide if you are a good candidate. The following is an overview of a Virtual Care Appointment using the video application Zoom.

You will need:

1. computer (webcam, speaker, and microphone), tablet, or smartphone
2. secure and reliable internet connection
3. email account

If you do not have these items or do not want a virtual care appointment, let your healthcare provider know. Some types of physical exams are not possible with Virtual Care. If you have questions, please contact your healthcare provider. Virtual Care is not a substitute for urgent care.

## What services are provided through a virtual visit?

Healthcare services are provided by a variety of healthcare professionals: Dietitians, Doctors, Nurses, Occupational Therapists, Speech Language Pathologists and many more. Professional Practice Standards are followed similar to an in-person visit.

## Is there an additional cost for a virtual visit?

There is no cost for BC residents who are covered by Medical Services Plan (MSP). You are responsible for any data costs or charges incurred by your internet service provider.

## Can new prescriptions or refills be given during a virtual visit?

Doctors or Nurse Practitioners (NP) can send prescriptions to your pharmacy at their discretion. You will need to see a Doctor or NP in-person for opiates and stimulants.



At any time, you can decide you do not want a Virtual Care Appointment. Ask your healthcare professional about alternate arrangements.

## Are virtual visits secure?

Your privacy is important to us. [Zoom for Healthcare](#) is superior to the consumer version and is compliant with privacy laws (PIPEDA/PHIPA). Audio, and video are encrypted. The application is configured to ensure security best practices are followed.

- Virtual Care Appointments are not recorded
- Your email address will be confirmed before you receive a Virtual Care Appointment invitation

Perfect security does not exist. We can't control what happens to information once it is stored:

- On your device
- By telecommunications providers
- By software or application providers
- By other applications on your device

## How can you make a virtual visit more secure?

Use safe online practices including:

- Secure password protected Wi-Fi, not public Wi-Fi
- Antimalware and antivirus software
- Download applications only from trusted sources
- Ensure your Zoom application is updated
- Be aware of the permission settings of all the applications on your device



## Before your Virtual Care Appointment

### 1. Review your email invitation

Your email or text invitation contains:

- The date and time for your Zoom Virtual Care Appointment
- A link to join your Zoom Meeting
- A link to access help information
- Cancellation information

### 2. Download the application & Join a test meeting

- Click the link in your email invitation. Download the application
- Click the [Join a Test Meeting](#) link to test your audio and video connection
- If it's not working, see the Troubleshooting Guide found on the [Virtual Care Services: For Patients and Clients](#)

### Items to have available

- Your BC Services Card (Care Card)
- List of medications, vitamins, & supplements
- Notes on your medical history and symptoms
- List of any questions you want to ask
- Pen and paper to write down notes
- Phone number of healthcare provider
- Name and location of preferred pharmacy

### Tips for a good appointment

- Consider having a family member or caregiver present
- Choose a well-lit, private location
- Use a wired connection to the internet or Wi-Fi to avoid data charges
- Ensure your device is charged if required

## Join Your Virtual Care Appointment

### 3. Open your email invitation

- Click the Join **Zoom Meeting** link
- Click **Join Audio** and **Start Video** icons
- You will be placed in a virtual waiting room until your healthcare provider is ready

Join Zoom Meeting

<https://interiorhealth.zoom.us/j/949>



### During your Virtual Care Appointment

- Ask questions and talk about your needs and goals just like an in-person visit.
- Make a care plan with your healthcare provider:
  - How to manage your symptoms
  - Blood work, tests, prescriptions, referrals to other programs or healthcare providers
  - When to follow up
  - What to do if your condition changes

