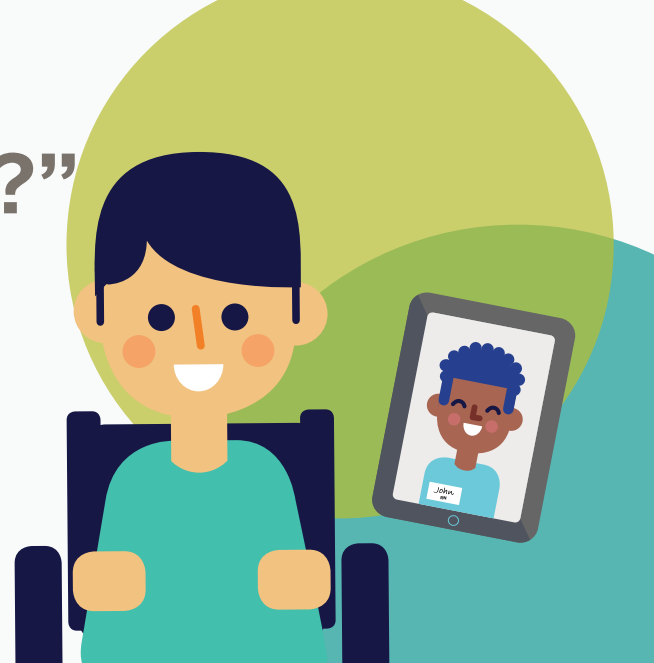


“What Matters to You?” with Virtual Care Appointments

A Resource for Patients



As virtual care is new to most of us, this checklist has been developed with patients to enable you to prepare for and make the most of your virtual care appointments. Prior to booking a virtual care appointment, your health care providers office will instruct you on whether your symptoms can be addressed virtually. If you do not have a family physician or need to access services after hours, there may be other secure virtual services available (e.g., [First Nations Virtual Doctor of the Day](#), or provincial/national telehealth services).

Prior to the appointment

I have...

- tested my equipment, permissions, audio/video settings and downloaded necessary software/ applications (your care provider's office may be able to provide support with technology related to your appointment)
- checked my computer, smartphone or tablet to ensure it is fully charged or plugged into a power source and connected to the internet (preferably high speed)
- earphones or headphones available (for better audio quality and privacy)
- a comfortable chair in a well-lit area without distractions and noise
- asked a family member, caregiver or translator to be present, if necessary
- my health card or health insurance details available
- my list of medications ready
- my medical history available
- a list of symptoms (when they started and severity) and any associated health data e.g., temperature, blood pressure, blood sugar etc. readily available. There may be apps or other technology that can send health information straight to your health care provider
- a list of other health care providers available (i.e. pharmacists and other medical professionals)
- prepared to answer the question: [“What Matters to You?”](#)
- a list of any other questions or concerns



This material has been reviewed and approved by patient partners with the Patient Voices Network.

During the appointment

I will...

- be prepared to wait online while my care provider is joining
- take my time to listen and be respectful
- introduce my caregiver, family member or translator, if present
- let my care provider know whether they can share confidential patient information with the people around me
- highlight the purpose of the visit and what matters to me
- ask about follow-up tests and appointments
- ask what to do if my condition becomes worse
- ask for clarification if I am not sure about anything
- be an active participant in my care planning process
- make notes, or have my family member, caregiver or translator make notes

What to expect from my care providers

They will...

- introduce themselves and share their location
- be respectful and free of discrimination
- ensure my care will be the same quality as an in-person appointment
- order tests or prescriptions, if necessary
- refer me to another professional, if necessary
- give me follow-up information and an appointment, if necessary
- confirm a way that I can connect with them if I have any additional questions

Some components of this resource are adapted from the [Virtual Care Resource for Members of the Public](#).

