

Patient Guide for Virtual Visits

How to prepare for your virtual visit

Although you will be attending a virtual visit, there are a few simple steps you should follow in order to maximise the time with your doctor.

Step 1: Book a virtual appointment with your doctor

You can book an appointment via phone or email. Sometimes, your doctor has an online platform for registering appointments. Check with your doctor's office to find out the best way to sign up. If your doctor sees patients without appointments, find out how to enter the virtual waiting room to be seen in the next available time slot.

Step 2: Complete and submit required consent forms for your virtual visit

Since everything is recorded, it is crucial to make sure you know what will happen to your sensitive information in the virtual setting.

Step 3: Gather any items that will make the visit more efficient

Helpful materials might include:

- Your health insurance card or photo ID
- Relevant health history (eg, allergies or immunisations) and medications list (the dose, how they are taken, and frequency)
- A list of your symptoms, when each started, and their severity
- Any data such as weight, temperature, blood pressure, and pulse readings
- Photos related to your medical condition
- Phone number of your local pharmacy in case of any prescriptions

Step 4: Ensure your technology is working properly

Before your consultation, test your communications devices and internet connection.

- Determine what device you will use (eg, smartphone, tablet, or computer). For visually-supported visits, you will need a video camera, microphone, and headphones for better sound and privacy
- Make sure devices are fully charged, plugged in, and working properly
- Ensure a fast, reliable internet connection (eg, Wi-Fi, hardwired to modem via ethernet cable, or cellular data)
- Download the application or install the software that your doctor's office uses for video visits. Common platforms are Zoom, Facetime, and Microsoft Teams.
- Know how to connect (eg, call a phone number? Click on a link? Sign into an online portal through a website or app?)

If possible, arrange a test call with the doctor's office. Secure another source (phone, etc.) in case it gets disconnected or an emergency occurs.

To get the best possible Internet performance for your video consult:

- Use a wired rather than wireless connection whenever possible.**
- Your cellphone data plan may provide a faster Internet connection than most wireless connections.**

Step 5: Find a place to conduct your visit

Make sure you have a comfortable, quiet, and private place to sit for the visit.

- Choose a well-lit space and remove any distractions
- Make sure your doctor can see and hear you
- Make sure everyone around you knows to be quiet and not interrupt
- Have stationary or computer software ready to take notes during your visit
- Make a list of questions for your doctor

Step 6: Check in Online

At the date and time of your appointment, click on the link provided to you via email or text message to complete your online check-in. If you have trouble connecting by video, ask your doctor if you can connect by phone instead.

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