

## Benefits of Video Visits

We want to offer you convenient and reliable health care services. We are using virtual tools to stay connected with the people we care for, such as Microsoft (MS) Teams.



### Why do people prefer video visits?

People say that video visits help build trust with their care provider, compared to telephone calls.

Video visits allow you to see and hear each other. Seeing a person's facial expressions and gestures make it easier to understand the conversation. Video visits also help your care provider to get a better understanding of your condition, which can't be done over the telephone.



Video visits can save time and money. You won't need to travel to a hospital or office, and you won't have to pay for parking, a taxi, or the bus.

Often, the wait for a video visit is shorter than the wait for an in-person visit. The sooner a person can connect with a care provider, the quicker they can be treated.

Video visits allow you to see a care provider in the comfort of your home. In-person visits increase the chances of being exposed to germs.

Please contact your clinic if you have any questions about your video visit.

### What happens during a video visit?

A video visit is almost like an in-person appointment.

During the visit, you can:

- Talk about your concerns
- Show your care provider the area of concern such as a wound, a rash, a sore joint.
- Ask any questions you might have.



Your care provider will:

- Ask you questions about your health and health concerns.
- Look at the area of concern such as a wound, a rash, or a sore joint.
- Ask you to do different things such as walk, cough, and move.
- Talk with you about a plan for care.
- Refer you to specialists or other care providers.
- Give advice on how to manage your health issue.

If you need a new medicine or need to change what you take, your care provider will:

- Explain how to take the medicine.
- Talk about the best and safest way to get the prescription filled such as delivery from your pharmacy.

### How family or caregivers can help

- Help you make appointments.
- Help you with the technology.
- Help you join the video visit.
- Attend your video visit, when asked.