

My Virtual Health Visit Checklist

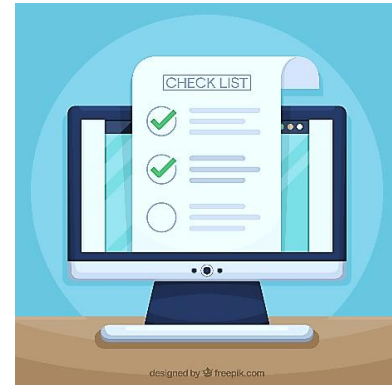
Use this checklist to help you prepare for a successful virtual visit with your care provider.

Planning for your Visit

- Let your care provider know if you would like someone to attend the virtual visit with you. (Family support? Medical interpreter? Other healthcare providers?)
- Ask which software or app your care provider will be using.
- Download the software or app and set up an account beforehand.
If you are not sure how to set up your device, ask someone for help.

Prepare For the Visit

- Set up in a quiet and well-lit space. Limit chances of distractions and interruptions.
- Look at what will be behind you or on your device desktop. Cover or move things you want to keep private so they cannot be seen.
- Test your equipment: speakers, camera, and microphone.
- Read about the risks of using technology given to you by your care provider. If you have questions about security and privacy, please ask at the beginning of your visit.
- Get everything ready for the visit:
 - your health card
 - a list of medicines you are taking
 - any notes you have about your medical history
 - any questions you have
 - a pen and paper to write notes and instructions



During the Visit

- Have an idea of what you expect to get from the visit. Ask your care provider to clarify the goals of the visit.
- Make a plan for what to do if the call drops. Give your care provider a telephone number to call you back.
- Use the chat feature if, at any time. For example – if you need something spelled out or you are nervous about speaking.
- Ask any questions you have about the risks of using technology.
- Ask to be introduced to everyone on the call.
- If needed, ask people to slow down, repeat themselves, or explain another way.
- Review the goals for the visit. Confirm your understanding of the plan for next steps. Ask any questions you have.

After The Visit

- Follow your care plan. Contact your care provider(s) when needed.
- Ask for copies of your health records or other information you might need.

Frequently Asked Questions

Here are some common questions and answers to help you navigate virtual health.

What kind of Wi-Fi do I need?

Your Wi-Fi must be secure. It cannot be public/open. To connect to the Wi-Fi, you should need to enter a password. If you are in the hospital, we have a secure Wi-Fi network.

What if I want a family member to join?

Let your care provider know the family member's email address so we can forward the email invite to them. It does not matter where they live, they can join you in the visit if you wish.

My camera or microphone is not working. What should I do?

- Check your camera and microphone settings. Have you allowed them to be used with the software or app you are using?
- Check your microphone. Is it on mute?
- Check your speaker volume. Is the volume too low? Are the speakers muted or turned off?
- Check your browser or app. Is it up-to-date? Have you tried a different browser?
- Check your antivirus or firewall software. Is it blocking the session?

Still not working?

- Try deleting and reinstalling the software or app.
- Restart your device.

Problems connecting?

Contact your care team at the number you were given.

My connection is slow or disrupted.

What should I do?

- Check your internet connection speed. If you are using Wi-Fi, try connecting using your data plan.
- Try switching to a different device or a different browser.
- If you need to, switch to a phone call.
- If the video call gets disconnected, call the clinic to re-book your appointment.

For more information

For more about virtual health visits, you can:

- Click on the titles below.
- Scan the QR codes to go directly to the resource.
- Ask us for a copy.

[Virtual Health: Connecting from Home](#)



[Virtual Health: Connecting While in the Hospital](#)



For more on how we care for your information, read '[Caring for Your Information](#)'. To get this, you can:

- Search '[Virtual Health Tools](#)' on fraserhealth.ca. Look under the 'Risks of using technology' section.
- Click the links above.
- Scan this QR code.
- Ask us for a copy.



If you have any questions, please email us at virtualhealth@fraserhealth.ca.

A QR code (short for 'quick response' code) is a type of barcode that you scan with your smart device's camera. Once scanned, it takes you to that web page.

fraserhealth.ca

This information does not replace the advice given to you by your health care provider.