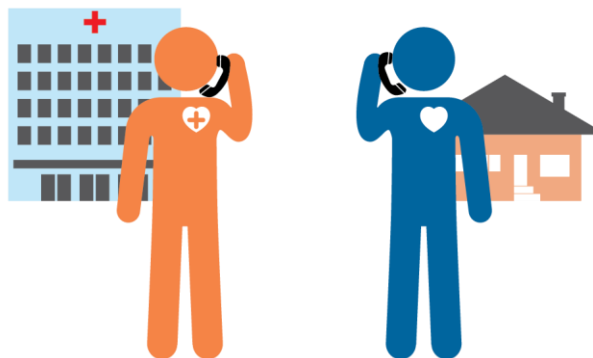


Virtual Health: Connecting by Telephone

Virtual Health allows you to talk to members of your healthcare team from your home by telephone.



Using virtual health, you can...

- ✓ **Get access** to healthcare providers and services.
- ✓ **Work with** your healthcare provider from home to plan your care.



Your healthcare provider could include your family doctor, nurse practitioner, dietitian, physiotherapist, occupational therapist, respiratory therapist, social worker, or specialist (such as a heart doctor, kidney doctor, or psychiatrist).

About Virtual Health Visits

- Your healthcare provider asks you for your phone number, and maybe your email address.
- Your healthcare provider schedules the virtual health visit appointments for you. They might also send you an email to confirm your appointment time and date.
- Think of your virtual health telephone visits like regular appointments with your healthcare provider. You will be able to speak to your healthcare provider just as you would in person.
- Speak clearly and normally. No need to need to raise your voice or shout.
- You can have a family member or friend with you, when appropriate. Please introduce them at the start of the visit.
- If you feel the virtual health telephone visit does not meet your needs, you can stop it at any time. You can schedule a video or in-person appointment for a later time.

If you do not understand or speak English well enough to have medical conversations, we can arrange for a medical interpreter to join the visit. Just ask!

How long is a Virtual Health visit?

The length of a virtual health visit can vary. It depends on your medical condition and needs for care.

Can I still meet with my healthcare provider face-to-face?

Yes, virtual health is your choice.

If you prefer, you can schedule a video or in-person appointment. In-person appointments can take longer to arrange. You would have to travel to the appointment.



How do I ask for a Virtual Health visit?

Ask your healthcare provider if virtual health visits are possible and appropriate as part of planning your care.

If it is available and appropriate, your healthcare provider will arrange a time for your first virtual health visit by telephone.



Virtual Health: Risks of Using Technology

How is my privacy protected?



There are risks to using any type of technology to send personal information.

We will not send personal information by email unless we have to. We will do what we can to confirm that any personal information we send is being received by you and only, but it is never possible to be 100% certain who we are communicating with outside of a face-to-face visit.

Only those healthcare providers involved in your care are allowed to see or hear your personal health information.

We do not record your virtual health visit. We ask that you do not record it either.

We use encrypted email to make sure it is private and secure.

We adhere to the *B.C. Freedom of Information and Protection of Privacy Act* for everything related to your virtual health visits.

For more on how we care for your information, see '[Caring for Your Information](#)' under 'Risks of using technology' online by:

- searching '[Virtual Health Tools](#)' on fraserhealth.ca
- clicking the links above
- scanning this QR code



Are there risks to communicating electronically?

Yes, unfortunately there are.



- It is possible that your information could be requested, viewed, changed, or deleted if you allow computer programs, applications, or people access to your device or email account.
- Your information could be at risk if it is stored on a device infected with a computer virus or malware (malicious software usually installed without your knowledge).
- Third parties can intercept electronic communications.

How can I protect my privacy?

Please note that we cannot control what happens to your information once it is stored:

- on your device
- by your telecommunications provider
- by software or application providers
- by other applications that might have access to your email

You are responsible for the security of your own computer, tablet, smartphone, and email service.

Tips to help protect your privacy:

- ✓ Protect your passwords! Someone could pose as you by sending us a request from your device or email account.
- ✓ Delete emails and texts you no longer need.
- ✓ Download computer software and applications (Apps) from trusted sources (Google Play, Apple App Store).
- ✓ Set permission controls on your devices so applications do not have access to your text messages and emails.
- ✓ Set limits on what other information you permit your Apps to access.
- ✓ When using Wi-Fi, use a secure Wi-Fi network. Try not to send personal information while using public Wi-Fi.
- ✓ Use antivirus software on your devices. Regularly scan your devices for viruses and malware.
- ✓ If you share your computer screen with your healthcare provider, make sure they cannot see anything you want to keep private.

Not sure how to do some of these things?

Ask a person you trust to help you set up your device so it is secure.



Your questions

What questions might you have about the use of technology for your health care?

Write them down here. Ask your care provider when you next meet.

Your comments

We welcome your comments.

If you choose to use virtual health as part of your health care, we want your feedback on how well it works for you.

Please ask your healthcare provider about completing a satisfaction survey.



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.