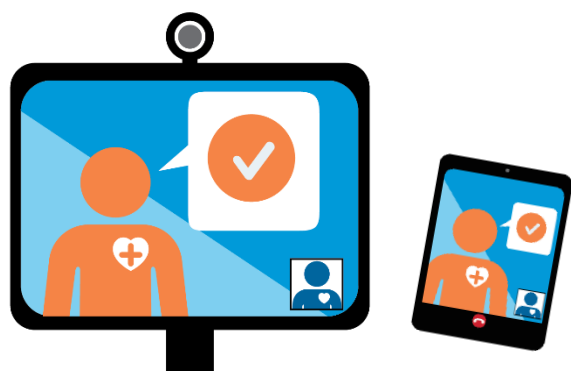


Virtual Health: Connecting While in the Hospital

Virtual Health allows you to see, hear, and talk to members of your healthcare team, family, and friends while in the hospital.

We will offer you virtual care using a tablet or mobile computer with a web camera and microphone.



Using virtual health, you can...

- ✓ **Connect** with your family and friends.
- ✓ **Get access** to healthcare providers and services, and family supports that are not always available within the hospital.
- ✓ **Work with** your healthcare provider from home to plan your care.

While in the hospital, you could have a virtual health visit with your family doctor, nurse practitioner, dietitian, physiotherapist, occupational therapist, respiratory therapist, counsellor, social worker, or specialist (such as a heart doctor, kidney doctor, or psychiatrist).

You can ask for family and friends to support you in the visit if you would feel more comfortable.

About Virtual Health Visits

- Your healthcare provider schedules the virtual health visit appointments for you.
- During your virtual health visits, you will be able to hear, see, and talk to your healthcare provider. They will be able to see, hear, and talk to you.
- Speak clearly and normally. No need to raise your voice or shout. To hear clearly, adjust the volume.
- If you have a family member or friend joining the virtual health visit, please introduce them at the start of the visit.
- If you feel the virtual health visit does not meet your needs, you can stop it at any time. You can schedule a face-to-face or phone 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.

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 available and appropriate, your healthcare provider will arrange a time for your first visit.

What will I use for the visit?

We will bring you one of our tablets or computers on wheels before the visit.

The device will have the programs or apps needed for your virtual visit. One of us will help connect you.



Can I still meet with my healthcare provider in person?

Yes, virtual health is your choice.

While you are in the hospital, virtual health visits might be the quickest and easiest way for you to see some of your healthcare providers.

If you prefer, your healthcare team will try to schedule an in-person visit instead. In-person appointments can take longer to arrange. Your healthcare provider would have to travel to the hospital, and this may not be possible right away.



How is my privacy protected?

We follow the same policies and procedures for virtual visits as we do for in-person medical care. Our policies follow the *B.C. Freedom of Information and Protection of Privacy Act*.



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

We use secure Wi-Fi. We have done an in-depth review of the programs and apps to make sure they are private and secure.

Are there risks to communicating electronically?

Yes, unfortunately there are.



- 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.

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
- asking us for a copy



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.

Tell us what you think

We welcome your comments.



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

Please let us know if you would like to fill out a satisfaction survey.