

# FACILITY-BASED VIRTUAL CARE

## Patient Information Sheet

### Benefits of Virtual Care

- Virtual Care allows you to stay close to your home for your health care appointment.
- Virtual Care helps reduce travel time for your appointment, as well as any physical and emotional stress associated with travel (e.g. distance, illness, weather).
- Virtual Care can bring previously unavailable health care services to you (e.g. specialty services).

### Your Privacy is Protected

Only authorized health care providers have access to your Virtual Care appointment. Your personal information is protected under the *Provincial Personal Health Information Act* (PHIA). Virtual Care appointments occur on a private, secure provincial health information network.

Using videoconferencing, virtual care connects you with your health care provider while you are in a different health care facility. A “Facility-Based Virtual Care Video Appointment” is very similar to a face-to-face appointment. You can see, hear and talk to your health care provider.



### What You Can Expect at a Facility-Based Virtual Care Appointment

- You will be in a room that has a screen and videoconferencing equipment. On the screen, you will see and talk with your provider, who will be at a different location.
- You can speak with each other as though you were in the same room.
- Arrive for your appointment at least 15-30 minutes before your scheduled appointment time.
- Upon arrival to the health care facility you will present at registration. It is important to bring your MCP card and the details of your Virtual Care appointment.
- A staff member will bring you to the room where the appointment will be held.
- The staff member will turn on the equipment and answer the “call” from your health care provider.
- A staff member may be required to stay with you during the appointment or you may be attending alone.
- Your family member can also stay for the appointment if you and your health care provider agree and have discussed this in advance.
- Let someone know if you are uncomfortable, or are having difficulty seeing or hearing clearly.
- You are not permitted to record your appointment without the prior consent of your health care provider.
- If you have questions make sure you ask.