



A virtual care appointment allows you to meet with your healthcare provider from the convenience of your home. Your healthcare provider will decide if you are a good candidate.

- You will need:
1. A computer (webcam, speaker, and microphone), tablet, or smartphone
 2. A secure and reliable internet connection
 3. An email account

Let your healthcare provider know if you do not have the above items or do not want a virtual care appointment. Some types of physical exams are not possible with virtual care. If you have questions, please contact your healthcare provider. Virtual care is not a substitute for urgent care.

Tips for a good appointment



Consider having a family member or caregiver present



Choose a well-lit, private location where you can speak freely



Remove distractions, ensure children are occupied, and that you will not be disturbed



Position your camera at eye level



Ensure your device is charged or plugged in



Sign into your appointment 5 to 10 minutes early to allow time for help with technical issues



Speak at a normal volume. Turn up the volume if you cannot hear your clinician



Use a wired connection to the internet or secure Wi-Fi to avoid possible data charges

Items to have available

- Your BC Services Card (Care Card)
- List of medications, vitamins, and supplements
- Notes on your medical history and symptoms
- List of any questions you want to ask
- Pen and paper to write down notes
- Phone number of healthcare provider or office

During your virtual care appointment

- Your healthcare provider will introduce anyone on their end of the video call, and you will be asked to do the same
- For your safety, your provider will ask for the address of your current location
- Ask questions and talk about your needs and goals just like an in-person visit
- Make a care plan with your healthcare provider:
 - How to manage your symptoms
 - Referrals for blood work, tests, prescriptions, other programs, or healthcare providers
 - When you need to follow up
 - What to do if your condition changes



At any time, you can decide you do not want a virtual care appointment. Ask your healthcare professional about alternate arrangements.



Are virtual care appointments secure?

Your privacy is important to us. We choose applications that are compliant with FIPPA privacy law. Audio and video are encrypted and security best practices are followed.

- Virtual care appointments are not recorded
- Your email address will be confirmed before you receive an invitation

Perfect security does not exist. We can't control what happens to information once it is stored:

- On your device
- By telecommunications providers
- By software or application providers

How can you make a virtual care appointment more secure?

Use safe online practices including:



Use secure password protected Wi-Fi, not public Wi-Fi



Use up-to-date anti-malware and anti-virus software



Download applications only from trusted sources



Ensure your application is updated



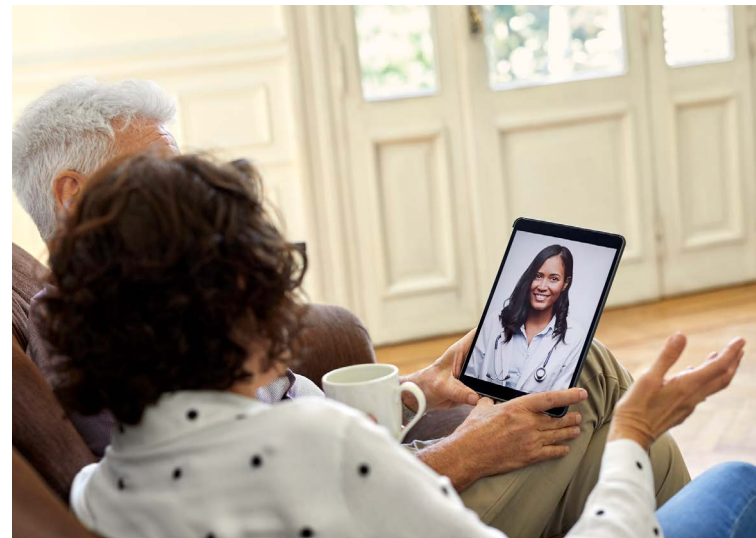
Be aware of the permission settings of all the applications on your device

Is there a cost for a virtual care appointment?

There is no cost for BC residents who are covered by Medical Services Plan (MSP). You are responsible for any data costs or charges incurred by your internet service provider.

Can new prescriptions or refills be given during a virtual care appointment?

Doctors or Nurse Practitioners can send prescriptions to your pharmacy at their discretion. Have your pharmacy name and location ready.



Virtual Care Support

Monday through Friday, 7 a.m. to 4 p.m. (PT)

1-855-870-4755

VirtualCare@interiorhealth.ca

[Virtual Care Services: For Patients](#)