

## Before your Virtual Care Appointment

### 1. Review your email invitation

Your email or text invitation contains:

- The date and time for your Zoom Virtual Care Appointment
- A link to join your Zoom Meeting
- A link to access help information
- Cancellation information

### 2. Join a test meeting & Download the application

- Click the [Join a Test Meeting](#) link to test your audio and video connection
- Download Zoom if prompted

For Troubleshooting see:

[Virtual Care Services: For Patients and Clients](#)

### Items to have available

- Your BC Services Card (Care Card)
- List of medications, vitamins, & 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
- Name and location of preferred pharmacy

### Tips for a good appointment

- Consider having a family member or caregiver present
- Choose a well-lit, private location
- Use a wired connection to the internet or Wi-Fi to avoid data charges
- Ensure your device is charged if required

## Join Your Virtual Care Appointment

### 3. Open your email invitation

- Click the Join **Zoom Meeting** link
- Join Audio
- You will be placed in a virtual waiting room until your healthcare provider is ready

Join Zoom Meeting

<https://interiorhealth.zoom.us/j/949>



**For Zoom support:**  
**1-855-870-4755, Option 3**  
**[zoom@interiorhealth.ca](mailto:zoom@interiorhealth.ca)**

[Virtual Care Services: For Patients and Clients](#)

### During your Virtual Care Appointment

- 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
  - Blood work, tests, prescriptions, referrals to other programs or healthcare providers
  - When to follow up
  - What to do if your condition changes

