



Virtual care enables you to attend a group treatment or program from the convenience of your home using video technology. This service allows for social distancing. You will need:

- A computer (webcam, speaker, and microphone), tablet, or smartphone
- A secure and reliable internet connection
- An email account

Let your healthcare provider know if you don't have access or don't want a virtual group session. If you have questions, please contact your healthcare provider.

## How to Prepare



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



Remove distractions, ensure children are occupied, and that you will not be disturbed. Silence your cell phone.



Position your camera at eye level



Ensure your device is charged or plugged in



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



Have a pen and paper to write down notes



Have any provided group material ready



Know the phone number of your healthcare provider or office



To cancel or change your appointment, please notify your healthcare provider 24 hours in advance

## During the Session

- Speak at a normal volume
- Turn up the volume if you can't hear your healthcare provider
- You will be asked your current location and phone number in case of a health emergency or if the virtual visit is disconnected
- Please tell your healthcare provider if you need to leave

## Group Etiquette

- Your healthcare provider will review group etiquette
- Be kind and respectful
- Mute yourself when you are not talking
- Remember you're on camera

## Confidentiality

- Keep names of other participants and information obtained during session confidential
- Ensure that people outside the group can't hear what is said by participants
- Do not record the session or take screenshots



At any time, you can decide you do not want a virtual group session. Ask your healthcare provider about alternate arrangements.



## Are virtual group sessions secure?

Your privacy is important to us. Your healthcare provider will take reasonable steps to ensure your privacy on their end (e.g., encrypted platforms, secure technology, private room, etc.). Virtual care sessions are not recorded.

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 group session 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 group session?

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.



## Virtual Care Technical Support

Monday to Friday 7 a.m. to 7 p.m. (PST)

Saturday & Sunday 8 a.m. to 4 p.m. (PST)

1-844-870-4756

[Virtual Care Services webpage](#)