



A virtual visit 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 or MyHealthPortal account

Let your healthcare provider know if you do not have the items listed above. You can ask your healthcare provider to book a [Telehealth Room](#) at a local site. Some types of physical exams are not possible with virtual care. Virtual care is not a substitute for urgent care. If you have questions, please contact your healthcare provider.

## 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 and ensure 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
- Name and location of your pharmacy
- 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 visit

- Your healthcare provider will introduce anyone on their end of the video call, and you will be asked to do the same
- You will be asked your current location and phone number in case of a health emergency or if the virtual visit is disconnected
- 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 visit. Ask your healthcare provider about alternate arrangements.



## Are virtual visits secure?

Your privacy is important to us. We choose applications that are compliant with the Freedom of Information and Protection of Privacy Act. Audio and video are encrypted. Security best practices are followed. Virtual visits 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 visit 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 visit?

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

## Can new prescriptions or refills be given during a virtual visit?

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



## Digital Health Support

1-844-870-4756  
Monday to Friday  
7 a.m. to 7 p.m. (PT)

## Accessing Care Through Technology

<https://www.interiorhealth.ca/health-and-wellness/accessing-care-through-technology>