

What is MyHealthPortal Virtual Visits?

Virtual Visits is an application that allows you to have a video call with your healthcare provider through an Interior Health MyHealthPortal account.

What do I need to use virtual visits?

To join a virtual visit you will need:

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

How do I obtain a MyHealthPortal account?

If you require an Interior Health MyHealthPortal account please visit [MyHealthPortal](#) and **request to enrol** on the right side of your screen.

If you already have a MyHealthPortal account and are having trouble with your username or password please contact the MyHealthPortal Support Desk at:

- 1.884.870.4756
- myhealthportal@interiorhealth.ca

How do I receive a virtual visit invitation?

You will receive an email once your healthcare provider schedules your virtual visit. If you are expecting a virtual visit and you don't see an appointment in your MyHealthPortal **Upcoming Appointments**, contact your healthcare provider.

How do I join a virtual visit appointment from my computer/smartphone or tablet?

- Login to your My Health Portal account using an internet browser or the MyHealthPortal app 15 minutes prior to your scheduled appointment
- Click **Appointments**.
- Click on the appointment with the corresponding date.
- Click Check In
- Click Start Visit

You will be placed in a virtual waiting room. Check your microphone and camera. Your provider will start the virtual visit when available. Call your provider or clinic if your provider is 20 min late from the start time of your visit.

Can I test my mic and speakers before my virtual visit?

Before your Virtual Visit, you can test the audio and video on your device by clicking the “test connection” button. Review the [Virtual Visits Troubleshooting Guide](#) for more information.

Is my privacy protected?

Similar to an in-person visit, your privacy is important. We choose applications that are compliant with FIPPA privacy law. During the virtual visit, we are required to confirm your identity. The MyHealthPortal system connects to the virtual visit securely over an encrypted connection. Authentication is accomplished with the use of pre-shared secrets and an encrypted token is provided to the end user (patient). The media traffic (video conferencing stream) is encrypted with secure RTP stream. Sessions are *never recorded*.

Contact MyHealthPortal Support

1-844-870-4756

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

myhealthportal@interiorhealth.ca

www.interiorhealth.ca/myhealthportal

