What is MyHealthPortal Virtual Visits?

Virtual Visits is an application that allows you to have a video call with your healthcare provider through your 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 a MyHealthPortal account or are having trouble accessing your account, please contact the Digital Health Support Desk at

1-844-870-4756

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

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

How do I receive a virtual visit invitation?

You will receive an e-mail 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 MyHealthPortal 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.

MyHealthPORTAL
Interior Health

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.

Digital Health Support

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Email: myhealthportal@interiorhealth.ca

Web: www.interiorhealth.ca/myhealthportal

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