

# Patient and Caregiver Guide to Video Virtual Care Appointments

## Support for Webex Virtual Care Appointments

 [Webex Website](#)

 1 519 685 8390 Monday to Friday 8am 5pm

## Support for Ontario Telemedicine Network (OTN)

 [OTN Website](#)

 1 855 654 0888 Monday to Friday 7am 6pm

A video virtual care appointment with your health care professional is one where you communicate with and see each other on a videoconferencing platform, like FaceTime or Zoom. You'll use a smartphone or other device and the internet, instead of coming to the hospital in person. Virtual care appointments follow all the same provincial rules and regulations as in-person appointments. Many who use this type of appointment are finding significant benefits including the ability to have a health care appointment without travelling. Here are some suggestions for ensuring a smooth experience.

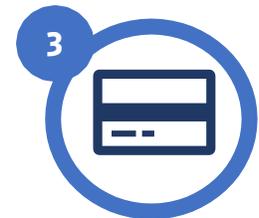
## STEP 1: What You Need for Joining the Appointment



A fully charged device – tablet, computer or smartphone – with a camera, microphone and speaker.



Internet connection that's reliable and password-protected.



Your valid Ontario Health Card or equivalent.



A list of your current medications, or have your medication bottles with you.



Any communication aids you need – reading glasses, hearing aids, etc.

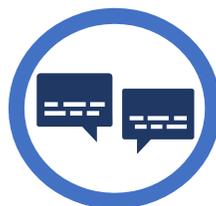


List of questions for your health-care provider and paper/pen to take notes.

## Please Contact the Clinic Directly:



To cancel or reschedule the appointment



To request an interpreter or assistive device



To let us know that you do not have access to a device and/or internet; other arrangements will be made

## STEP 2: 1 Day Before the Virtual Care Appointment



Review device, internet and browser requirements for the platform that is indicated in your emailed appointment. Run a test before the appointment **on the device you will be using**; refer to instructions in your emailed appointment about how to run a test. Ensure your device privacy settings allow access to your camera and microphone.

## STEP 3: 15-Minutes Before the Virtual Care Appointment



Go to a private, well-lit, quiet place if possible. If you would like a family member or caregiver to be with you during the appointment, send them the emailed appointment or have them in the room with you.



Join the appointment 15 minutes early. For help, call the Webex or OTN phone numbers at the top of this document. If you are running late for the appointment, please contact the clinic to advise you are still planning to attend. Please be patient as your health care provider may join the appointment after the start time.

## STEP 4: During the Virtual Care Appointment



At the start of the appointment, the health care professional will confirm your personal information and explain what to expect during the appointment.

### Optimize Your Audio and Video

Audio and video problems are the most common challenges of virtual appointments. Here are some suggestions:



**Test audio/video settings prior to joining the appointment**



**When you log in, look for the mute/unmute button. Unmute when you want to speak.**



**Have a backup device if possible**

## STEP 5: Troubleshooting

### Time-lag Between Audio and Video



1. Try logging out and re-joining the virtual care appointment.
2. If that doesn't work, and the delay is causing difficulty, the health care professional may use your landline or cellphone for audio instead.

### If You Log Out of the Appointment by Accident



1. Exit the virtual care appointment.
2. Open your scheduled virtual care appointment email.
3. Click on the link to join the appointment again.

## The Appointment Freezes or Disconnects



1. The health-care professional may shut down the virtual care appointment and re-start the appointment.
2. Wait a few minutes, open your virtual care appointment email, and click on the appointment link to join again.
3. If the appointment doesn't restart the health-care professional will call your phone number.
4. If the system is not working and we can't reconnect, you will be contacted by the clinic to reschedule.

## Virtual Care Considerations

### Web Etiquette



Attending sessions from the comfort of your home may feel more casual than an in-person appointment. Please continue to conduct yourself in a manner similar to in-person appointments.



Please dress appropriately for the tasks you will be doing during the appointment (e.g. comfortable clothing if you will be moving around).

### Privacy



Keep in mind that during video virtual care appointments, health care professionals are able to see your space. Think about where you will be sitting. What will the camera show?

### Safety



If we are asking you to stand up and move around, please ensure your floor space is clear and there are no tripping hazards. Please have a phone available and/or a support person to call for assistance as needed.

If you have any questions or concerns about your video virtual care appointment, contact your clinic or health care professional.