

# VIRTUAL AND PHONE HEALTH VISITS FOR YOU AND YOUR FAMILY

Telehealth offers many benefits for you, your family, and health care providers. These are the steps so you can be treated by a “real” virtual health care provider. Virtual means not in person but via computer or telephone.

<b>BOOKING THE APPOINTMENT CALL</b>		<ul style="list-style-type: none"> <li>• Leave your name and phone number – repeat your number.</li> <li>• Be clear when booking the appointment if this is urgent.</li> <li>• Be available for the appointment for your virtual visit.</li> </ul>	
	<b>BEFORE THE VISIT</b>	<b>DURING THE VISIT</b>	<b>END OF THE VISIT</b>
<b>Your virtual health visit</b>	<ul style="list-style-type: none"> <li>• Ask any questions about the online meeting.</li> <li>• Have your health question list ready.</li> <li>• Have your list of medications with you.</li> <li>• Who would you like to help you. Find out how they can join the meeting. Ensure they know the appointment time and how to connect.</li> <li>• Test your computer that it will connect. Downloading an app might be required. Connect 5 minutes early</li> <li>• Close doors and let others know to not disturb you for your privacy as well.</li> <li>• List the details of your symptoms: when started, if changed, what makes them worse/better, why they start.</li> </ul>	<ul style="list-style-type: none"> <li>• If you have headphones to wear use them as they prevent echo and protect your privacy.</li> <li>• Do not eat during your call.</li> <li>• Wear your hearing aids.</li> <li>• Ask questions if you do not understand.</li> <li>• Take notes.</li> <li>• Find a comfortable chair to limit movement.</li> <li>• Keep your device on a smooth, stable surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure all of your questions were answered.</li> <li>• Repeat what you understand from the call.</li> <li>• Let the health staff know if there is anything that would work better for you; they are open to suggestions too if other things work better.</li> </ul>
	<b>BEFORE THE VISIT</b>	<b>DURING THE VISIT</b>	<b>END OF THE VISIT</b>
<b>Phone health visits</b>	<ul style="list-style-type: none"> <li>• Be ready to answer your phone.</li> <li>• Check that you have good cell phone service.</li> <li>• Have your list of questions ready.</li> <li>• If you want another person present to support you for your appointment, ensure they know the time of the appointment and the number to call.</li> <li>• List your symptoms: when started, if changed, what makes them worse/better, why they start.</li> <li>• If you can, take a picture to share.</li> <li>• Ask if you need any equipment on hand for the visit (examples: thermometer, scale, blood pressure machine, or glucometer, or log book of sugar levels).</li> <li>• Turn off any other devices that may ring or interrupt you.</li> <li>• Plan for a private, quiet space.</li> <li>• Have a list of your medications with you.</li> </ul>	<ul style="list-style-type: none"> <li>• Close doors and let others know to not disturb you. Call from a quiet, private space.</li> <li>• Ask questions if you do not understand.</li> <li>• Take notes about the answers and reasons given to you.</li> <li>• Do not eat during the call.</li> <li>• Wear your hearing aids.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that all of your questions were answered.</li> <li>• Share with them what you understand from the call so the health staff make sure you understand before getting off the call.</li> <li>• Share any questions or concerns with the health staff.</li> </ul>

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## **Further Reading:**

Center to Advance Palliative Care (2020). Using Telehealth. Retrieved April 2020 from:

[https://www.capc.org/toolkits/covid-19-response-resources/?utm\\_source=Center+to+Advance+Palliative+Care&utm\\_campaign=042acc4bec-PIP+4.29.2020&utm\\_medium=email&utm\\_term=0\\_31106acbde-042acc4bec-369066961](https://www.capc.org/toolkits/covid-19-response-resources/?utm_source=Center+to+Advance+Palliative+Care&utm_campaign=042acc4bec-PIP+4.29.2020&utm_medium=email&utm_term=0_31106acbde-042acc4bec-369066961)

Provincial Health Services Authority (2020). Covid-19 Virtual Health Toolkit. Retrieved April 2020 from:

<http://www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health/covid-19-virtual-health-toolkit>