

This document will help you prepare for your virtual visit. If you do not have access to the technology necessary to participate in a virtual visit please contact your healthcare team.

What is required for a Virtual Visit



Telephone Visit

A reliable phone with a phone number that allows incoming calls



Video Visit

- E-mail address
- Internet connection
- A smartphone, laptop, tablet or desktop computer
- Webcam, speakers, and a microphone (these may be built into your device)

Tips to Prepare for a Virtual Visit:



Location

Find a space that is private, comfortable, free of distraction and brightly lit



Equipment

- Ensure that your device is fully charged or plugged in
- Connect to a secure and stable internet connection
- Test your computer, smartphone or tablet to ensure audio and/or video are working
- Download the Zoom app if you are using a smartphone or tablet prior to your appointment
- Want to do a Zoom test Meeting? Click <https://zoom.us/test>



Materials

Have your health card and list of medications ready. A pen and paper to write down information and instructions



Support

Consider having a family member, caregiver or friend with you during the visit to help with translation, technology or understanding information



Devices

Have assistive devices – glasses, hearing aids, and any other devices required ready
If you require an interpreter or other supports for your visit please discuss this with your healthcare team prior to your appointment

To participate in a Zoom video visit you must be joining within Canada/US.
Please speak to your healthcare provider if you will be outside of Ontario at the time of your visit.

Plan ahead to protect your privacy during a Virtual Visit

At HHS, we take your privacy seriously. We encourage you to take steps to protect your personal information during a virtual visit.

- We suggest that you use your personal email when communicating about your health and not a work email address, as your employer may have the right to inspect your work email.
- Use a secure internet connection. Where possible, do not use a public internet connection such as at the airport internet café, public library or other open area.
- Be aware of your surroundings and who may be able to overhear your virtual visit. Find a place where you can avoid disruptions during your virtual visit. It is not recommended to conduct a visit while driving or out in public. Your provider may discontinue the visit at their discretion if it is not a safe and private space.

