DOCTORS TECHNOLOGY OFFICE
VIRTUAL CARE FREQUENTLY ASKED QUESTIONS

What is virtual care?

Virtual care involves meeting with your doctor to receive real-time medical care remotely via the internet or phone. It enables patients to connect with their healthcare provider via audio, video or text without going to the clinic.

What are the benefits of virtual care?

Virtual care enables real-time, on-demand access to your family doctor, which offers

- more access & convenience
- reduced commuting and wait times
- reduced stress and risk of exposure.
- preserves your long-term medical history and primary care relationship.

Are virtual care visits secure?

We value your privacy and have selected encrypted platforms to enable virtual care visits. To ensure security, patients should use employ anti-virus/malware safeguards on their devices and password-protected internet connections.

Can new prescriptions or refills be provided during virtual care visits?

Commonly prescribed medications may be provided digitally at the doctor's discretion. Prescriptions may be sent directly to a specific pharmacy for pick up in person so prepare to provide your pharmacy name & address.

Is there additional cost for virtual care visits?

There are no additional costs for BC residents covered by Medical Services Plan (MSP).

How do I prepare for a virtual care visit?

To make sure your virtual visit is successful, you'll want to consider the following:

- Ensure you are using a fast, reliable & password-protected internet connection

- Ensure your device privacy settings allow access to your camera and microphone

- Test that your camera and microphone are working and your volume is up

- Sit in a well-lit, distraction-free location where you can discuss private matters

- Write down or have the clinic phone number close at hand for troubleshooting

- Have your BC Care Card and/or piece of ID available

- Write down the name & address of the pharmacy where you pick up prescriptions

VIRTUAL CARE

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What if I need a sign language interpreter?

Let your physician or staff at the clinic know if you need a sign language interpreter when you are making an appointment.

What if I need a support from others during my video visit?

Let your physician or staff at the clinic know if you need a support from a family member, care giver, or friend so necessary arrangements can be made by the clinic.
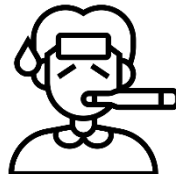
WHAT TO EXPECT DURING A VIRTUAL CARE VISIT

Download an App or Access Via Web

Connect with your FP via video or phone

Outline your primary health concern

Receive a follow up care plan via email

TROUBLESHOOTING TIPS

How do I start my virtual care visit?

Your clinic will either email you an email meeting invitation link or ask you to log in via a website or application before your appointment. On your first visit, be sure to test your connection at least 5 minutes before to troubleshoot any issues.

My camera or microphone isn't working, what should I do?

Here are a few troubleshooting steps to try:

- Check to see if your camera and microphone permissions are set properly
- Check if your microphone is muted
- Check to see if your volume is low
- Check if you are using the correct camera
- Check if your browser or app is up-to-date
- Refresh your web browser
- Try to use another browser (i.e. Firefox)
- Check if your antivirus or firewall is blocking
- Delete and reinstall your application
- Restart your device

What happens if the connection is slow or disrupted?

- Check your internet connection speed; if your Wi-Fi is slow, consider switching to a wired connection or using data
- Try switching to a different device/browser
- Call the clinic to re-book if the call drops

How do I check or update my audio and video permissions?

To check whether your privacy settings allow apps to access your camera and microphone:

- Windows: Settings > Privacy > Toggle Microphone & Camera to On
- Mac/OSx: System Preferences > Security & Privacy > Privacy > Camera / Microphone – Click checkbox to allow permissions
- Android: System > Apps & Notifications > App Permissions – Check that Microphone and Camera are turned on for app
- iPhone: Settings > Privacy – Check that Microphone and Camera are turned on.

NOTE: Exact steps may differ based on the device/version