

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 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 please prepare to provide your pharmacy name & address.

Is there additional cost for virtual care visits?

There are no additional costs for BC residents who are 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
- Consider getting the assistance from a family member, care giver, or trusted friend

ZOOM FOR HEALTHCARE FAQs

What is ZOOM?

ZOOM is a cloud-based video conferencing software that will allow you to connect with your healthcare provider via smartphone or computer.

Do patients need a ZOOM for Healthcare account to join a Virtual Health Visit?

No, patients do not need a ZOOM for Healthcare account if you are strictly a participant. Patients have the option to:

- download the ZOOM application on your computer or mobile device and register an account
- if you already use ZOOM on your computer or mobile device, simply use this account
- access your Virtual Care Visit via a web browser (no account needed).

How do I join my virtual health visit?

Your clinic will send you appointment confirmation via email. You can join the visit by:

- clicking the meeting invite link in your appointment confirmation email; or
- entering the meeting ID in your application ([see video tutorial](#)).

Are ZOOM virtual visits secure?

Your privacy is important to us. Similar to a face-to-face visit, your information is kept strictly confidential. Visits will not be recorded. Your provider is using the healthcare version of ZOOM which is compliant with Canadian privacy laws. Audio, video and messages are encrypted and the application is configured to ensure security best practices are followed.

How can you help ensure that a virtual visit is more secure?

Every precaution has been taken to ensure visits are secure; however, patient should also follow safe online practices including:

- Use secure password-protected Wi-Fi, not public Wi-Fi when sharing personal info
- Use anti-malware and anti-virus software
- Ensure your browser and ZOOM application are up-to-date.

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

Here are a few troubleshooting steps to try:

- Refresh your web browser
- 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 high enough
- Delete and reinstall your application
- Restart your device.

Why is there an echo in my meeting?

Echo can be caused when a participant has connected to the meeting audio on multiple devices or two participants have joined in from the same location. Mute or close the 2nd device.

Who do I contact for support?

For inquiries related to your appointment, please contact our clinic via phone or email.