

HOW TO PREPARE FOR A POSITIVE VIRTUAL CARE EXPERIENCE

To attend a virtual care appointment with your healthcare provider, you will need a mobile device or personal computer with a built-in camera, microphone, and speakers.

Booking your appointment:

- Schedule your appointment as you normally would. Ensure the clinic has your current email address, phone number, and preferred method of communication.
- Ask questions about what to expect or how to prepare for your appointment.
- If you need an interpreter for your appointment, please inform your clinic to book an interpreter when scheduling your appointment.



Receiving your invitation:

- Read all the instructions in the invitation before your appointment.
- Didn't receive your virtual care invitation? Check your email spam/junk folder.

Preparing for your appointment:

- Protect your confidentiality by joining your appointment from a private location with a reliable and secure internet connection.
- Make a list of the symptoms or questions you have for your doctor. Keep a notepad handy.
- Test that your camera and microphone are working before your appointment. Eliminate background noise and sit close to your microphone or use headphones to improve audio quality.
- Check that your space has good lighting. TIP: Avoid having windows behind you or close your blinds.
- Have important information close at hand, such as your preferred pharmacy, the clinic phone number and your BC Care Card or government-issued ID.

During your appointment:

- Follow the instructions in the invitation and join your appointment at the scheduled time. Your doctor may be delayed while seeing other patients. Be patient and stay connected until they join.
- If you prefer the support, ask a family member or friend to stay with you during the appointment. Let your doctors know who is with you for the appointment.