

Your Virtual Visit: What You Need to Know



WHAT IS A VIRTUAL VISIT?

A virtual visit is an appointment with your health care provider that happens at a distance using your smartphone, tablet, or computer.

BEFORE YOUR VISIT

You Will Need

- A computer, tablet, or smartphone with a camera or webcam.
- A headset (strongly recommended) or earphones with a microphone.
- High speed internet at home (speed of **10 mbps or more**).

Set Up Your Space

- **Limit Noise:** Prepare to have the visit in a quiet place where you can hear and be heard. Turn off your TV and radio, set your cell phone to vibrate, etc.
- **Adjust Lighting:** Make sure your device's camera does not face a mirror or a window with bright daylight. Close the curtains or blinds and use the lamp or light of the room.
- **Choose a Private Space:** Make sure you will not be interrupted during the virtual visit.
- **Wear Sensible Clothes:** Dress the same way you would for an in-person appointment.

QUICK TIP

Make sure your health care provider has your **phone number** so they can call you in case of connection problems.

Test Your Connection

Make sure you know how to use the video app needed for the visit:

- The app you will need (either **Zoom** or **Teams**) is noted in the email sent to you by the clinic.
- Depending on your device and the app that is needed, you may need to download the app.
- Make sure your device's **sound** (speakers, headset, earphones, microphone) and **video** (camera or webcam) are working well.

Come Prepared

- Read any information that the clinic sent you.
- Prepare short notes about your health history.
- Write a list of your symptoms, medications, and any questions you have.
- Have paper and a pen on hand to take notes.
- Have a piece of photo ID with you.



DURING YOUR VISIT

Connect Ahead of Time

- To avoid losing sound or video during the call, make sure you will be the only one using your internet during the visit.
- Connect by clicking on the link sent to you by email at least **10 minutes before your visit time.**

- When you connect, you will be in a virtual waiting room until your health care provider joins the meeting. Even though you may have to wait a few minutes, please do not disconnect.

QUICK TIP

If you get disconnected, **click Rejoin** (if available) or **click again on the link sent to you by email**.

Confirm Who is Present and Consent to Continue

- Your health provider must identify themselves with their MUHC employee card.
- Identify yourself to the health care provider with a piece of photo ID.
- Introduce the health care provider to any loved ones who are joining you.
- Your health care provider will **ask for your verbal consent** to continue with the video visit.

Share Your Needs and Concerns

- Your health care provider will ask you about your medical history, symptoms, and possibly about your current medications.
- Ask any questions you have prepared.
- Before the end of the visit, make sure that your treatment plan and any changes to your medications are clear to you. Tell your health care provider if anything is unclear.

SUPPORT AND RESOURCES

Technical Support

- For more information on downloading, setting up, or testing different video apps, please consult:
 - › **The technical guide that the clinic sent you: How to Download and Install Zoom or How to Get Set-Up on Teams.**
 - › The guides available from the Réseau québécois de la télésanté : **Participate in a planned virtual meeting.**
- We encourage you to ask your friends and family for help if you need it.

Confidentiality and Safety

- To file a complaint about a privacy, or confidentiality issue related to your virtual visit or to know more about your privacy, security, and confidentiality rights, contact the MUHC Ombudsman at **514-934-8306** or ombudsman@muhc.mcgill.ca

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