

Preparing for Virtual Care for West Park Patients

Virtual Care refers to the use of video or audio communications technology to provide health care services remotely in real time. Many programs at West Park are starting to provide Virtual Care to their patients.

The Purpose of this Page is to provide a quick introduction to Virtual Care, and help patients prepare for a Virtual Visit with a West Park provider.

Before Your Visit

- Determine what videoconferencing platform you will be using
- Download any necessary applications and test out your equipment
- Find a well-lit, quiet space where you can meet
- If a family member or caregiver is joining the visit, make sure they know when and how to connect
- Use the checklist to make sure you have everything you will need for your visit

Virtual Care Checklist

Here are some things you'll need for your virtual visit

- Internet or Telephone connection
- Computer, Tablet, Mobile Device or Landline
- Any other necessary assistive devices (glasses, hearing aids, headphones etc.)
- Your Ontario health card
- A list of your current medications, conditions and health status
- A list of any concerns or issues you want to discuss with your provider

What to Expect from your Visit

Your virtual care visit will look something like this:

- After scheduling a visit, you will receive an invitation via email
- At your scheduled time, you can use OTN or Zoom to join your visit
- Discuss any concerns, symptoms and address any questions you may have
- Conclude the visit
- Follow up – may require in person appointment, prescriptions etc.

After your Visit

After your virtual care visit, you may receive follow up communications or feedback from your provider. You may also need to schedule an appointment for further care that requires an in-person visit.

For more information

Use this resource document to find more information about virtual care, technology and more **(Insert Virtual Care Cover Page)**