

Preparing for a virtual visit.

Continuity of care is key to your healthcare. If possible, connect with your regular providers. If that is not possible, then ensure that any new information is communicated to your regular providers.

WHAT YOU'LL NEED

- Find the right location
 - Private
 - Comfortable
 - Free of distraction
 - Brightly lit (for a video visit)

- Earphones or headphones (for better audio quality and privacy)

- Glasses, hearing aids or other accessibility devices

- Health insurance card

For a video visit, if your province/territory's health card doesn't include a photo, a valid photo ID will be required to confirm your identity

- Computer, smartphone or tablet

Fully charged or plugged into a power source and connected to the Internet

- Download software or an application

Your healthcare provider may ask you to download software or an application for your visit. If you need assistance, ask a friend or family member

- Test your equipment

Make a practice call to ensure video/audio equipment and settings are working

- Optional: a family member or friend to assist with translation or health knowledge

FOR ALL VISITS PREPARE A LIST OF THE FOLLOWING ITEMS

For in person and virtual

- Symptoms
What are your symptoms? When did they start? How severe are they and how are you managing them?

- Key health data
Weight, temperature, home blood pressure and any other health data you monitor.

- Current medications, vitamins and allergies

- Current health prevention/treatment activities

- Relevant health history
Functional issues, assistive devices, past traumas, past surgeries or hospitalizations, and immunizations.

- Immediate family history (parents and siblings)

- Your care team members

QUESTIONS FOR YOUR HEALTHCARE PROVIDER
