
Learning About
Virtual Care Options


# What is

**virtual care?**

Virtual primary care is a way to connect with your primary care clinician (such as a

family doctor or nurse) using phone, video or messaging instead of meeting with them in person.

Virtual care may be an option when:

* You just need to ask a question or get information (like blood work results)
* You do not need a direct physical exam or procedure (like getting a vaccine

or having your blood pressure taken)

# How to learn more about virtual care

Your primary care clinician or office staff are the best sources of information about your virtual care options. Speak to them

if you:

* Have questions about virtual care
* Are missing some of the things you need for virtual care

Your primary care clinician or office staff may be able to help you have a successful virtual care appointment. **In some cases, an in-person visit may be the best option for you**

***Our Practice Information:***

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**Different types of virtual care**

The chart below outlines the different types of virtual care and what you need to consider for each type.

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| TELEPHONE APPOINTMENTSIcon with a telephone | **How telephone appointments are best used*** For routine follow-up appointments for existing conditions
* For simple requests such as renewing a prescription
* Please note: When your provider calls for your appointment, you may not recognize the number or the caller may display as “unknown” on your phone. This is for privacy reasons.

**Things you need for a telephone appointment*** A telephone (land line or mobile phone)
* If using a mobile phone, a good signal and a fully charged phone is required and a headphone or ‘ear buds’ may be helpful
* A quiet, private space that is safe and comfortable
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| VIDEO APPOINTMENTSIcon with a phone with a video call | How video appointments are best used* + For appointments where it may be helpful for your primary care clinician to see you or to see things on your body (for instance |a mole or a rash)
	+ For one-on-one appointment or group appointments
	+ For family or caregivers to participate such as for group therapy or education sessions

Things you need for a video appointment* Webcam and microphone on a smartphone (mobile or cell phone), tablet or computer
* A reliable Internet connection and valid email address
* You may need to download a program or application (“app”)
* A private, quiet, and well-lit space that is safe and comfortable
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| MESSAGINGIcon with messaging bubbles | How messaging is best used* + Often used for reminders, notifications, appointment follow-up, less urgent care or sharing less-sensitive information
	+ Can be simple communication using email, text or messaging through an on-line portal
	+ May allow you to send pictures, documents, or information about your health issue
	+ You may send messages at any time, but responses to your messages may not be immediate

Things you need for messaging* A reliable Internet connection and valid email address
* You may need to download a program or application (“app”)
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| *If virtual care is not right for you, you may ask for or be offered an in-person appointment* |