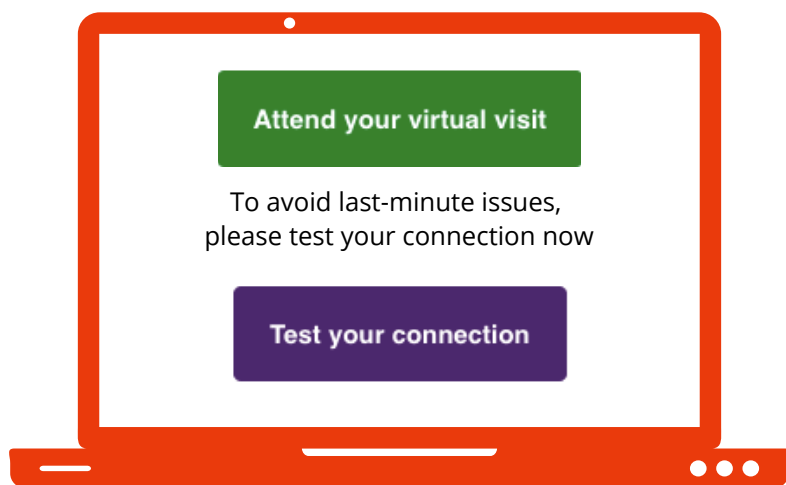


# Preparing for your Virtual Visit

Get comfortable with your technology in advance of the scheduled appointment time to reduce delays

## PREPARING YOUR DEVICE

- Choose if you are using a smartphone, tablet or computer
- Check that you have a functioning camera and microphone
- Make sure you have a stable internet connection and that your device is fully charged



TRY THE 'TEST YOUR  
CONNECTION' BUTTON TO  
ENSURE YOU ARE  
COMFORTABLE WITH THE  
PLATFORM.

IF YOU ARE HAVING TECHNICAL DIFFICULTIES  
PLEASE CALL THE TELUS PATIENT HELP LINE AT  
1-855-252-2632



# How to get the most out of your Virtual Visit

## CHOOSE AN APPROPRIATE LOCATION

Choose a location for a virtual visit that is private and comfortable

- Comfortable seat with adequate lighting so the doctor can see you
- Be somewhere that others cannot see or hear you
- eliminate as much noise as possible



## THINGS TO HAVE WITH YOU

Video visits are like in-person appointments when it comes to preparation

- Have a list of questions you want to ask
- Make a recorded list of your symptoms
- If you would like to include a family member, arrange for them to be with you



## DURING YOUR VISIT

There will be familiar and new things to expect during video visits

- You may need to wait 'in line' before the doctor joins the video visit
- Remain in front of the camera and speak clearly so the doctor can hear you

