



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**

Different types of virtual care

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

TELEPHONE APPOINTMENTS



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

VIDEO APPOINTMENTS



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, as the link to join your virtual visit will come to your email from “no-reply@virtualvisit.telushealth.com”
- A private, quiet, and well-lit space that is safe and comfortable

EMAIL MESSAGING



How messaging is best used

- Often used for reminders, notifications, appointment follow-up, or sharing less-sensitive information
- A simple communication using email
- Provider initiated and may allow you to respond to send pictures, documents, or information about your health issue
- Please note, when you receive an email message, you may not recognize the sender as it may come from “Your Family Doctor or Nurse Practitioner”

Things you need for messaging

- A reliable Internet connection and valid email address

If virtual care is not right for you, you may ask for or be offered an in-person appointment