

# Virtual Care Appointment Patient Planner

## What is Virtual Care?

Virtual Care allows you to connect to a healthcare provider other than by in office appointment such as video or phone. You can use your smartphone or log onto your computer from the comfort of your home or office. Virtual Care services are covered under most provincial health plans (excluding dental).

## Summary of booklet

**This booklet is not intended as a comprehensive list of tools you may need for your virtual care appointment depending on your specific circumstances. This is meant solely as a starter guide. Modify and customize to your needs.**

### **1. Before your appointment**

- Book Your Appointment
- Prepare for Your Appointment

### **2. At the time of your appointment**

- Check-in online or answer phone call
  - Connect with a Doctor and Managing your Virtual Care appointment
- Take notes from the appointment
- Determine if follow-up appointment is needed

### **3. After your appointment**

- Review and follow-up

## BEFORE YOUR APPOINTMENT

### Step 1: Book your appointment

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|--|--|
| <b>What is the purpose of this medical visit?</b>  |  |
| <b>How can I best achieve this purpose?</b>  | <ul style="list-style-type: none"> <li>a. Through virtual care</li> <li>b. In-office appointment</li> </ul>  |
| <b>If I selected a. virtual care, what form of virtual care would best achieve this purpose?</b> | <ul style="list-style-type: none"> <li>i. By a phone call</li> <li>ii. By a video call</li> <li>iii. By email</li> <li>iv. By text messaging</li> <li>v. Other</li> </ul> <p style="text-align: center;">_____</p> |



**If you are unfamiliar with the technology and/or have not used it for a while, be sure to practice or get a lesson.**

If you selected a virtual appointment by phone call or video call, list the date and time of your appointment below.

|                                     |  |
|-------------------------------------|--|
| <b>Date and time of appointment</b> |  |
|-------------------------------------|--|



**Make sure that at the time of your appointment you are in a quiet, private space, and ensure it has space for you to make notes and to have anyone else you have invited to attend comfortably.**

**Additionally, leave enough time open before and after the appointed time of your virtual care call, at least 2 hours, in case the healthcare provider is early or late.**

## Step 2: Prepare for your appointment

### What do I need to do before my appointment?

- If my appointment is through a call over the internet, have the details for the call-in number or internet link readily available.
- Develop a list of questions you want to ask the doctor and requests you have for him e.g. renewal of prescriptions, referrals, treatment plan or update including need for another biomarker test.
- Have I arranged for anyone else I may need to be available for the call e.g. a translator, caregiver, family member, someone to ask questions for me if I cannot due to a disability or any other reason? If you wish to tape the call, ask your healthcare provider at the beginning of the call if this is all right with them.

### What documents do I need to have ready? (Check all that apply)

- Any test results or lab work (arrange to have this sent to the doctor's office in advance of the appointment)
- A list of drugs and /or natural supplements I am taking
- Provincial Health Card (e.g. OHIP card) and cancer center card if you have one number
- My current weight
- A list of the prescription numbers for these drugs and the pharmacies/hospitals that provide them including fax and phone numbers
- The names of all of my doctors and other healthcare providers and their contact information including phone number, fax number, address
- If you have an online patient portal like MyChart have it open and accessible to confirm results
- Other

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# DURING YOUR APPOINTMENT

## Managing the Virtual Care Appointment for Best Results

1. Accept blocked or unknown numbers. Both the doctor/ healthcare provider and administrative assistant may well be working offsite and will be calling from “private” numbers.
2. Ensure you have a reliable internet connection and functioning webcam and speakers for virtual online appointments.
3. Do not take your appointment from a place where you will be distracted, like while driving, or while in a coffee shop or other public place. Find a quiet, private space for the appointment and ensure it has space for you to make notes and to have anyone else you have invited to attend comfortably.
4. Have pen and paper ready and take notes. If you can, keep a separate diary for these notes.
5. Have the list of questions and requests for your appointment beside the device you will be using for the visit including any symptoms you have been keeping track of since your last visit and any patterns to them. Remember that reporting all the details of symptoms and concerns is not complaining but is helpful to the healthcare provider trying to assist you.
6. Have medication list/bottles and pharmacy information ready by the device you are using for the appointment.
7. Have glasses, hearing aids, walking aids or other aids you require nearby.
8. Remind anyone you have invited to join the meeting on that day about what time they are needed.
9. If you are placed on hold or asked to wait, please continue to stay either online or by the phone for your appointment.
10. Be sure to tell the doctor/ healthcare provider if you do not understand anything he/she is saying, ask him to explain medical terms and to spell them so you can write them down; tell him if you cannot hear him/her, need him/her to speak more slowly or are having any other technical problems.
11. At the end of the call let the doctor/ healthcare provider know if you need him/her to follow up with anything in writing. Confirm agreed upon next steps

by repeating them back to the healthcare provider what you understand will happen next.

12. Let the doctor/ healthcare provider know if you feel that you need another virtual appointment and when.
13. Let the doctor/ healthcare provider know if you feel that you need an in-office appointment.
14. If a follow up appointment is required, ask him how to schedule them.
15. If you are interested in learning about any support groups for your condition or patient organizations, ask your doctor/ healthcare provider if he/she knows about them and how to contact them.

## Appointment Notes

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## AFTER YOUR APPOINTMENT

- Review the notes from the call.
- Follow up on any items that need your attention e.g. (re)filling a prescription, making an appointment with another doctor/ healthcare provider.
- Note the date of your next appointment in your calendar.
- Keep a diary / notes of any new symptoms including your emotional sentiments and feelings before the next visit to share with your doctor/healthcare provider and whether there are any patterns to their appearance. If you feel they are too important to wait for the next appointment date, contact your doctor.
- Take a picture of any physical symptoms such as redness, rash to show to your healthcare provider or to send to him/her.
- Research by internet or other means patient support groups and/or patient organizations for your condition if you are interested in talking to other patients or getting patient group information.

Other

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## Additional Notes:

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