



NL Health
Services

WESTERN ZONE Preparing for your Virtual Visit

You have been scheduled for a
virtual visit (by telephone or video).

What is Virtual Care?

Virtual Care is a way for patients to access high quality care outside of a clinic or hospital. Instead of seeing your provider in-person, virtual care uses technology or other form of communication to allow you to have a **virtual visit** with your doctor or health care team.

There are two types of Virtual Visits available in the Western Zone:



Telephone Visit:

- You **speak** with your doctor, nurse practitioner, or member of your healthcare team using a telephone or smartphone.



Video Visit (sometimes referred to as Telehealth):

- You **see** your doctor, nurse practitioner, or member of your healthcare team, using secure video on a **smartphone, computer** or **other personal device with a microphone and camera**.
- If you don't have a suitable device, your video visit can also be held at your nearest health care site.
- There are a few different options for video. Your provider will let you know which one you will use for your video visit.

Be aware you may have to wait “on the line” or in a “virtual waiting room” before your healthcare provider joins your call.

- Be sure to introduce yourselves to each other and say where you are each located.
- If someone is joining the call with you, let the provider know and introduce them.
- If children are a part of the visit, they must be present for part of the call.
- Because providers are licensed to see patients located in the province of NL, you must be in the province at the time of your scheduled appointment.

For Video Visits:

- Remain in front of the camera and speak clearly.
- Ask if the healthcare provider can hear you and see you.
- Unless asked, it is best to not walk around during the visit.

For Phone Visits:

- The call may show up as “No Caller ID”, “Blocked Number”, or “Private Number”. If you see this at the time of your scheduled appointment, that it is likely the Nurse Practitioner or Physician.
- If using a cellphone for your telephone visit, please check the settings to ensure your phone is not silencing unknown callers.

What you will Need:

- ✓ Be in the right location:
 - Private
 - Comfortable and free of distractions
 - Brightly lit (for a video visit)
- ✓ Use earphones or headphones (for privacy and for better sound quality) if you may be in an area that is loud or if you expect noise in the background.
- ✓ Wear glasses, hearing aids, or other accessibility devices if you use them.
- ✓ Ensure your computer, smartphone, or tablet (with camera and microphone) is:
 - **Fully charged** or plugged into a power source.
 - Connected to the internet.
- ✓ Download software or an app (if required).
 - Your provider may ask you to download software or an application (app) that will be needed for your visit. If you need assistance, ask a family member, friend, or your healthcare provider before your appointment.
- ✓ Test your equipment.
 - Make a practice call to ensure video/audio equipment and settings are working.
- ✓ Have a family member or a friend with you if you think it would be helpful.

Get Ready!

To help prepare and take notes for your visit, please use the “During your Visit” form.