



**NL Health
Services**

WESTERN ZONE

During Your Visit

**A guide to help you prepare for your
primary care visit with your
Nurse Practitioner or Physician**

There are three ways to have a visit with your Primary Care Provider in the Western Zone: **in-person, by phone or by video (either to your home or in the clinic with enhanced assessment supported by the on-site clinician).**



In Person:

- Bring your notes to the clinic for your appointment.
- Arrive about 15 minutes prior to the scheduled appointment time.



Telephone Visit:

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



Video Visit (sometimes referred to as Telehealth):

- You will receive an email from your healthcare provider with a link that you will click to join the appointment.
- If you need assistance, the provider will guide you through how to join the call.

To make the most of your Video Visit:

- ✓ Remain in front of the camera and speak clearly (don't need to speak loudly)
- ✓ Ask if the provider can hear and see you.
- ✓ Avoid walking around while speaking with the healthcare provider as much as possible.



Main reason for your visit:

Discuss your health goals (what is most important to you):

1. _____
2. _____
3. _____

Symptoms and Recommendations:

Present your symptoms and how you are managing them. Remember to ask the healthcare provider for their opinion and recommendations.

Symptoms	What are you doing to help them?	Recommendations of provider.

Current medications, vitamins and allergies:

List all medications (prescribed and over-the-counter medications).

Medication	How often do you take it?	How long have you been taking this?

We want to hear from you!

After your virtual visit, click the link to complete the patient survey to share your feedback about your visit: [Patient Experience Survey for Virtual Care](#)