

## **Virtual Appointment Frequently Asked Questions (FAQ)**

### **Q: What will happen during a virtual care appointment?**

A: A virtual care appointment will be as similar to an in-person appointment as possible. During a virtual care appointment, participants can talk with the doctor or healthcare provider about any health-related concerns. Some concerns can be addressed during the virtual care appointment, but if needed, the provider may arrange an in-person examination. To facilitate the use of our technology, another staff member may be present during the virtual care appointment.

### **Q: Will all my doctor's appointments be virtual?**

A: Virtual care appointments are enabling our healthcare teams to provide quick, safe, and effective care for our community. Virtual care appointments will be determined by your doctor or healthcare provider on a case-by-case basis. A member of the healthcare team or a delegate will speak to the patient (or the patient's substitute decision-maker) in advance or at the time of the visit to obtain consent for the virtual appointment.

### **Q: What if I don't have a smartphone, a laptop or an internet connection?**

A: For your first virtual care appointment, your doctor or a member of their team will inform you of the necessary devices and software needed to conduct the appointment. If you do not have the necessary devices, let the healthcare team know and they will do their best to accommodate you.

### **Q: Can I still meet with my doctor in person?**

A: Your doctor or healthcare provider will inform you if an in-person appointment is required. If you are unable to attend an in-person appointment, alternate arrangements will be recommended by your doctor or healthcare provider. Please call the clinic if you are feeling unwell; please do not attend the clinic appointment if you are sick.

### **Q: What if I need a prescription and have been unable to have an appointment?**

A: If you need to refill an existing prescription, please contact your pharmacy and arrange to either pick up the medicine, have it delivered, or have it picked up by someone else, in line with the pharmacy's policies. If you do not have any more refills or repeats for an existing prescription, please either ask the pharmacy to contact the prescribing physician or your primary care physician. If you need a new prescription, please contact your primary care physician so you can be assessed to determine if you need a prescription.

**Q: Is there a way to speak to my doctor/clinical contact?**

A: You may call your physician or clinical contact by calling the clinic or by calling their extension through locating. You may hear a voicemail message further directing you on how to contact your doctor or clinical contact.

**Q: What if I have to speak to my doctor about an urgent matter?**

A: If you have questions or health-related concerns, please call your physician or clinical contact (described above), or your primary care physician. However, if it is truly an emergency (e.g., chest pain), please call 911 or go to your nearest emergency department.

**Q: I am waiting to hear back on a matter, what is the status/process now?**

A: The clinical team will contact you about any outstanding issues or test results. You may contact the clinical team as described above. If you are waiting on test results, the doctor will call you. If you are waiting on the status of an appointment, we will call you. If you want to confirm, cancel or change a virtual visit, please contact the clinician or clinic as described above.