

During your virtual visit.

Be aware that you may have to wait “on the line” before the healthcare provider joins the visit.

- Ensure the healthcare provider identifies themselves, where they’re located and where they hold a licence.
- If someone is joining you during your visit, let the healthcare provider know and introduce them.
- Highlight the main purpose of the visit and determine what can be accomplished in the allotted time.

MAIN PURPOSE

- Discuss your health goals.

What is most important to you now?

GOAL 1 _____

GOAL 2 _____

GOAL 3 _____

What concerns you the most about your health?

FOR VIDEO VISITS

- Remain in front of the camera and speak clearly.
- For video visits with children, the child must be on camera for at least part of the visit.

- Present your symptoms and how you are managing them. Ask the healthcare provider for their opinion and recommendations.

SYMPTOMS AND RECOMMENDATIONS

- Discuss the following items related to plan of care:

Any special lifestyle considerations that could influence the recommendations and possible solutions:

How and when recommendations could be completed:

Do you need support with the recommendations, such as financial assistance with medications? Decide together the best approach for your health.

Talk about follow up plans and health safety issues. What should you do if the symptoms do not improve or get worse?

Ask how information will be shared with you and your care team.
