

How to Prepare for Your Virtual Health Visit

You may have a virtual health visit with your BC Cancer health care team: doctor, counsellor, nurse practitioner, dietitian, or other. You will get a call from your health care team to schedule a virtual health visit. These visits are done from your home.

Here are some tips to help you prepare for your virtual health visit.

How do I set-up my technology?

1. Read your appointment email for information and instructions.
2. Choose the device you will use for the visit. You can use your computer (PC or Mac), smart phone, or tablet. Your device needs to have a camera, speaker or headphones and a microphone.
3. Download the application and test your device before the day of the visit.
 - If your visit will be on Zoom, go to [PHSA Zoom Patient Resources](#). (Test your camera, microphone and speaker: [Join Zoom Meeting Test](#)).
 - If your visit will be on Skype for Business, go to the [Virtual Health – Patient Checklist](#).

What can I do if I need help?

- If you have trouble with Zoom, you can call the PHSA Citizen Support Desk at 1-844-442-4433. This is available Monday to Friday, 7 am – 5 pm.
- You can also visit:
 - The [Skype Support](#) page
 - The [Zoom Frequently Asked Questions page](#)

Can other people join my virtual health visit?

- Do you want a family member, friend or caregiver with you at the virtual health visit?
 - Your guests can join you in-person or from their own device.
 - If your guests are joining from their own device, please tell your health care team. They will need to send the appointment email to your guest.
 - If your guests are joining from their own device, ask them to test their technology before the day of the visit.

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Where should I have my visit?

- It is best to do the visit from your home on your Wi-Fi network. Make sure you have a quiet spot where you can sit and be alone.
- If you have to do the visit while you are out of your house, find a quiet spot. Do not have the visit in a busy, public place. There will be too much noise and no privacy.
- Do not have the visit while you are driving. This is not safe.

On the day of your virtual health visit:

- Treat your virtual health visit just like an in-person visit with your** doctor, nurse, or counsellor. Your provider may not be available at your exact appointment time. They may be running late. Please be patient and wait for their call or for the online visit to begin.
- At the time of the appointment, please have everything that you may need:**
 - Your health card.
 - A pen and paper or computer to take notes.
 - List of questions or concerns you have.
- List of all medications you are taking, including vitamins, supplements and herbal remedies.
- Make sure your device has enough battery or your device is plugged in.
- Place your device so that you do not have to hold it. This will let you take notes and the device won't move during the visit.
- Turn on your speaker and your camera.
- To hear better, use headphones if you have them.
- Please do not eat during your medical visit. A drink is fine.

How is BC Cancer protecting my privacy?

- At the start of your visit, your health care team will ask questions to confirm your identity.
- If your virtual health visit is not meeting your needs, you can stop it at any time.
- Please read the [PHSA Digital Communications](#) information. If you have questions about your privacy, please talk to your health care team.