

# Attending Your Appointment Virtually (by video or phone): A Guide for Patients

## Step 1: Check that you have the right technology for a virtual appointment

- If your appointment is by video, you will need a computer, tablet, or phone with either a built in camera or USB web-cam.

**TIP!** We recommend you do not use your phone for a video appointment.

- Ensure you have a strong internet connection.

**TIP!** If you can watch YouTube or Netflix, your connection is probably good enough.

- Make sure your phone or computer is fully charged.



## Step 2: Preparing for your virtual appointment.



**Before** your appointment, ask others in your household to stop using any internet applications that could slow down your connection (ie. streaming or gaming).



**Have on hand** all relevant health records, prescriptions, lists of medications (and dosing) and lab results. If you've seen other healthcare providers make sure those appointment details are written down.



**Prepare & prioritize** a list of any questions or concerns you want to discuss and have a pen and notepad by your side.



**Prepare your surroundings** by arranging to have your call in a quiet and well-lit room. Let your family know the time of your appointment and not to interrupt you. Turn off the TV or radio.



**Test your setting** in advance of the appointment to make sure the lighting good and your camera is at a good level for your doctor to see you. Try **not** to sit with a bright light behind you - for example face the window rather than having your back towards the window. This will ensure your face can be seen clearly.



**Connect** your computer or laptop to the internet in advance and make sure the volume is set to loud or use headphones with a built-in microphone.



**Sit Close** enough to your computer or laptop so your head and shoulders can be seen.



**If someone is joining you**, remember to let the healthcare professional know and make sure both of you can be seen.

**TIP!** In advance of your appointment, make sure you have the connection instructions provided to you when your appointment was made.

## Step 3: During your Virtual Appointment

- Look** directly at the screen.
- Speak **slower** than normal to help your healthcare provider hear you more clearly. If you can't hear or don't understand what your healthcare professional is saying, don't be shy - speak up.
- Be sure to **not interrupt** your healthcare provider. Pause after speaking and be conscious of taking turns to speak.
- Be focused** on your appointment. Don't have anything around that will distract you.
- If you happen to get disconnected and can't reconnect - **don't panic**. Your healthcare provider will likely call you.
- Your **time is limited** with your healthcare professional - be prepared so you don't need to step away from your camera.
- Write down** any advice, instructions and answers to your questions or concerns.
- Make sure you **understand** what was discussed and the **next steps** (e.g. where to leave a specimen, when your prescription will be called in or when you should book your next appointment).
- TIP! Repeat** any instructions or action items for you back to your healthcare provider.
- When you both have said **goodbye**, make sure to disconnect the call.

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