



Checklist for Use of Virtual Care



What is virtual care?

Virtual primary care is a way to connect with your primary care clinician (such as a family doctor or nurse) using phone, video or messaging instead of meeting with them in person.

Your primary care clinician may offer you a virtual care option or you can ask for a virtual option. Not all situations are suitable for virtual care.



How to use this checklist

This checklist can be used to help you think about the different options for virtual care. Use the information in the checklist to:

- better understand which technology you have access to for virtual care
- consider how you may use virtual care options
- communicate your preferences for virtual care to your health care provider

Your responses in the checklist below may change over time. Please tell your primary care clinician or office staff of any changes that impact your use of virtual care (for instance, if you change your telephone number or e-mail address).

Discuss this information with your primary care clinician

Talk to your clinician about the best virtual care option for you. Some clinicians may provide more than one option for virtual care, and others may not. If you prefer one type of virtual care, tell your clinician.

Check off all the items that apply to you in the checklist below.

Types of Care:

TELEPHONE



- I have a valid phone number and personal cell phone or landline
- I have set aside dedicated time to have a telephone appointment
- I have a safe and private space to have a telephone appointment

VIDEO



- I have a personal smartphone, tablet or computer with a webcam and microphone
- I have a personal (not business) email account
- I have a high-speed, stable internet connection
- I have videoconferencing software, or I know how to download a program
- I have set aside dedicated time to have a video appointment
- I have the skills or support to use my computer, phone, or tablet for a video call
- I have a well-lit, safe, and private space to have a video call
- I am comfortable being on camera

MESSAGING



- I have a personal smartphone, tablet, or computer
- I have a personal (not business) email account
- I know how to access an online portal, if needed
- I have the skills or support to use a computer, tablet, or phone for messaging
- I am aware that some messaging systems may be less secure/private

IN-PERSON



- I am able to travel to the office/clinic
- I have set aside time to go to my appointment
- I prefer a face-to-face appointment with my primary care provider
- I find it easier to talk to my primary care provider in person
- I have a health concern that I feel would be best addressed in an in-person visit

Items you may need for any type of appointment with your primary care clinician:

- Your health card and/or personal identification (such as a driver’s license)
- Accessibility devices or aids, if needed (such as eyeglasses or hearing aids)
- Caregiver and/or family support, if needed
- A list of questions for your primary care clinician or health care team
- A pen and paper to take notes

Notes

If there is anything else you would like to share with your primary care clinician about your preferences and comfort level for virtual care or any question you may have for them, you can write this down here.
