

Preparing for Your Virtual Care Visit Checklist



I have...

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- Read any information sent to me about my visit.

 - Filled out and returned any forms.

 - Made a list of questions I want to ask at the visit.

 - Made sure I have the required computer program or application.

 - Tested my computer/tablet including speakers, and microphone (and camera if it is a video visit).

 - Picked out a private, quiet, and well-lit place. If a video visit I have a plain background, such as a bare wall, behind me.

 - Made sure that anyone who will be at the visit to support me (family member, caregiver) knows how to join the visit.

 - Made a list of information about my condition, including any symptoms, any important medical history and current medications.

 - My PEI Health Card and a photo ID (for example, driver's license, voluntary ID, etc.).

 - Something to take notes (pen and paper, tablet, etc.).

 - Made sure my device (computer, tablet, or phone) is fully charged.

 - Given myself at least 15 minutes before the appointment starts to make sure everything is working.
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If you have questions or need help with a virtual visit, please reach out to the Virtual Care Technical Support Desk at 1-855-506-3963. This desk does not provide medical advice.

Do you have input that could improve this document? Email your comments to virtualcare@ihis.org and reference this page.

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Some portions of this document were adapted from ©2020 Accreditation Canada CAN/HSO83001 Virtual Health Standard; and Nova Scotia Health's "How to Prepare for a Virtual Visit" March 2022.

Health PEI