

## Virtual Care - Frequently Asked Questions

### What is virtual care?

Virtual care involves meeting with your doctor to receive real-time medical care remotely using the Internet or phone. It allows patients to connect with their health care provider by audio, video or text without going to the clinic.

### What are the benefits of virtual care?

Virtual care allows you to connect with your family doctor by phone or video, offering:

- more access & convenience
- reduced travel and wait times
- reduced risk of exposure to COVID-19
- ongoing connection to your personal family doctor who knows your medical history and medical care needs.

### Are virtual care visits secure?

We value your privacy and have selected encrypted platforms for virtual appointments with your doctor. To protect your privacy, patients should ensure they have anti-virus/malware safeguards on their devices and password-protected Internet connections.

### Can new prescriptions or refills be provided during virtual care visits?

Commonly prescribed medications may be provided digitally at the doctor's discretion. Prescriptions may be sent directly to your pharmacy for pick up in person. Please be prepared to provide your doctor with the name and address of your pharmacy.

### Is there additional cost for virtual care visits?

There are no additional costs for NL residents who are covered by the Medical Care Plan (MCP), for insured medical services.



### How do I prepare for a virtual care visit?

To make sure your virtual visit is successful, you'll want to consider the following:

- Ensure you are using a fast, reliable & password-protected Internet connection
- Ensure your device privacy settings allow access to your camera and microphone
- Test that your camera and microphone are working and your volume is up
- Sit in a well-lit, distraction-free location where you can discuss private matters
- Write down or have the clinic phone number close at hand for troubleshooting
- Have your MCP Card and a piece of ID available
- Write down the name & address of the pharmacy where you pick up prescriptions

# Virtual Care - Frequently Asked Questions

## WHAT TO EXPECT DURING A VIRTUAL CARE VISIT



Download an App  
or Access by  
Website Link



Prepare for  
your visit



Talk to your doctor by  
video or phone



Receive instructions  
on next steps from  
your doctor

## TROUBLESHOOTING TIPS

### How do I access my virtual care visit?

Your clinic will either email you a invitation link to your appointment or ask you to log in using a website or app. Be sure to test your connection and equipment to troubleshoot any issues when you receive the email, and test again at least 15 minutes before each appointment.

### My camera or microphone isn't working, what should I do?

Here are a few troubleshooting steps to try:

- Check to see if your camera and microphone permissions are set properly
- Check if your microphone is muted
- Check to see if your volume is low
- Check if you are using the correct camera
- Check if your web browser or app is up-to-date
- Refresh your web browser
- Try to use another browser (i.e. Firefox, Chrome)
- Check if your antivirus or firewall is blocking
- Delete and reinstall your app
- Restart your device

### What happens if the connection is slow or disrupted?

- Check your Internet connection speed; if your Wi-Fi is slow, consider switching to a wired connection or using data
- Try switching to a different device/browser
- Call the clinic to re-book if the call drops

### How do I check or update my audio and video permissions?

To check whether your privacy settings allow apps to access your camera and microphone:

- **Windows:** *Settings > Privacy > Toggle Microphone & Camera to On*
- **Mac/OSx:** *System Preferences > Security & Privacy > Privacy > Camera / Microphone – Click checkbox to allow permissions*
- **Android:** *System > Apps & Notifications > App Permissions – Check that Microphone and Camera are turned on for app*
- **iPhone:** *Settings > Privacy – Check that Microphone and Camera are turned on for*

NOTE: Exact steps may differ based on the device/version