

# VIRTUAL CARE: COVID-19 GUIDE

## Expanding Private and Secure Virtual Care Across NL

Virtual care enables access to services and promotes patient and provider safety while social distancing efforts are underway. Virtual care options are available to health care providers in the Regional Health Authorities and those in community practices.

### WHAT DOES THIS MEAN FOR PROVIDERS?



To sign up for virtual care using CISCO Jabber, please [click here](#) to complete and submit the intake form.



When the form is submitted, someone from the program will contact you to help set up the CISCO Jabber software and ensure that you are ready to offer virtual appointments.



Virtual appointments are eligible for payment through MCP if you are a fee-for-service physician.



Training and education materials are available [here](#).



Health care providers should have an initial conversation with the patient to confirm virtual care is appropriate. Click [here](#) for more details on this process and information about patient consent.



### WHAT DOES THIS MEAN FOR PATIENTS?



There is no cost to the patient for virtual appointments, as long as they have a valid MCP.



Patients will require a personal email address and access to a device (computer, tablet, or mobile phone) with a camera, speaker, and internet connection. Patients can test their device, browser and internet connection [here](#).



Patients will receive an email invitation (with unique appointment link) when an appointment is scheduled.

## ADDITIONAL RESOURCES

Provincial Telehealth Program

Government of Newfoundland and Labrador's COVID-19 website