What is Virtual Health?

Virtual Health connects patients, clients, families and health care providers using technology. It supports people to receive care and stay well by using technology when and where they need it.

Vancouver Coastal Health (VCH) Virtual Health goals are to provide patient and client centered-care and remove barriers to access using tools such as video conference, email, and text messaging.

There are many interactions with your clinician that can be held in a virtual way. Our goal is to help facilitate these interactions and ensure a seamless experience regardless of distance, location or time.
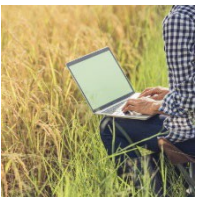
Benefits of Virtual Health

- Easy and flexible access to your health-care team
- Enables just in time monitoring and interacting

- Reduced commuting and wait times.

- Reduces caregiver stress related to attending multiple health care
- Reduced environmental impact
- Facilitates access for clients living in rural communities

What You Need to Know

- Sometimes, a video appointment isn't appropriate for care. We will only offer this type of visit if we think it's a good option for you.
- If for any reason the technology does not work, your team will arrange an alternative appointment.
- All the rules that apply to the practice of medicine in the province of BC apply to the use of technology and video appointments (e.g. documentation in the health record).

Privacy

In accordance with the Freedom of Information and Protection of Privacy Act, we will collect the personal information to confirm your identity and enable you to access virtual health visits. We may send you the registration invitations, appointment reminder notifications, and survey links to the email address you provided to us. We will only send information to the personal webmail address which you have provided to us. All of the information which you provide to us, including information about the care you receive, will be kept completely confidential.

We welcome your comments and questions regarding video appointments between patients and VCH care providers. If you have questions regarding privacy or security, please contact us at the following:
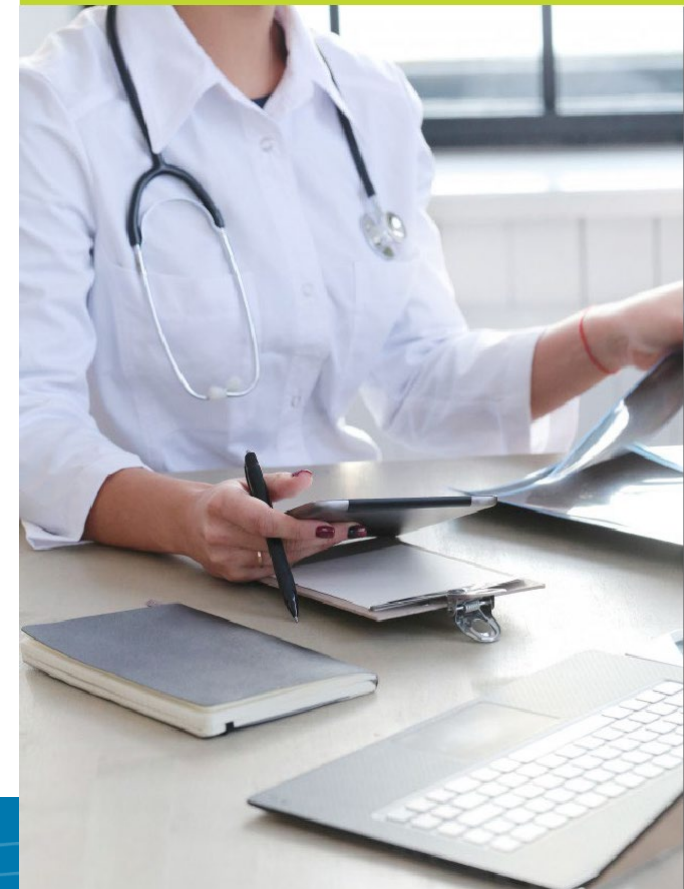
VCH Information Privacy Office
Phone: (604) 875-5568
Email: privacy@vch.ca

Vancouver
CoastalHealth

Virtual Health

How to have a successful virtual health visit with your care provider

Tips for a successful virtual appointment

We want to make sure you're able to have a successful virtual visit. Here are some tips you can try:

- Ensure you are in a brightly lit room
- Log on 10 to 15 minutes before your appointment to ensure your technology is working.
- Test your audio and your speakers. If you have any difficulties, please call the **Patient Virtual Healthcare Tech Support at 1-844-442-4433.**
- Have a list of your medications ready in case you need to reference them during your appointment.
- Have a list of your questions and concerns you want to address at the meeting.
- Have a pen and paper ready in case you need to take notes.

What will I need for my virtual appointment?

A device
A smart phone, tablet, laptop or desktop computer with a camera and microphone will be required for your virtual appointment.
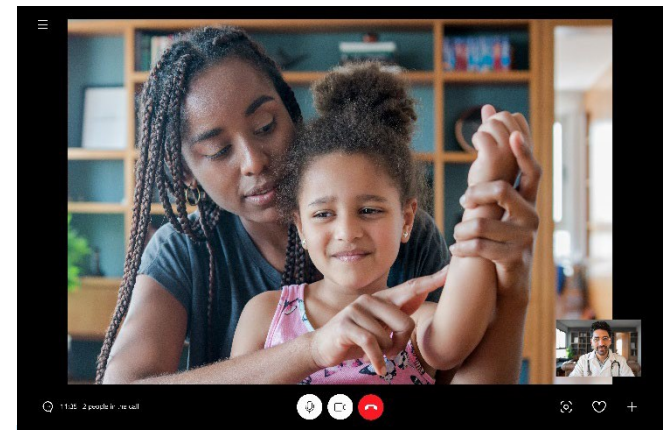
Access to email
Your health care provider will send you the link for your virtual appointment via email or text.

Access to the internet
You will require access to the internet — via Wi-Fi or data — in order to participate in your virtual appointment.

Quiet, confidential space
Ensure you have a space where you feel comfortable having your appointment and can speak freely to your care provider.

What supports are available to me?

We're lucky to live in a time where technology can be used for a variety of different tasks — including a visit with your health care team.

Vancouver Coastal Health is committed to increasing the number of virtual health care visits in our region. To facilitate this, we've have the following resources to help support you in your next virtual care visit:

Patient Virtual Healthcare Tech Support
Available Monday to Friday, 7 a.m. to 5 p.m.
1-844-442-4433 (toll-free)

Internet Resources
www.vch.ca/virtualhealth