

Healthcare Video Visits

Information for Patients and Families

What is a Healthcare Video Visit?

A healthcare video visit is a way for you to have a clinical appointment with your healthcare provider when you are in different places. It uses technology to let you see and talk to each other for your healthcare needs.



Why have a Video Visit?

- Allows you and your healthcare provider to connect when in-person appointments are not needed or possible.
- Allows for better personal connection and assessment than by phone.
- Reduces the need for travel.

Do I have to use Video?

No. You and your healthcare provider can connect another way if you choose not to have a video visit.

If you try a video visit and decide it is not right for you, then tell your healthcare provider. They will cancel or stop the appointment, and make other plans with you to continue receiving the care you need.



A video visit is not for emergencies.

In a medical emergency, call 911 or visit the nearest Emergency Department or Urgent Care Centre.

How does a Healthcare Video Visit Work?

- You will take part in the video visit from where you are, for example, at home or at a hospital, in a quiet, private space.
- Use a computer or mobile device (smart phone or tablet) with a camera, microphone and speaker to see and talk to your healthcare provider who is located somewhere else.
- You may be on your own, or there may be family or another healthcare provider with you.
- A healthcare provider may connect using their own device.
- You will receive instructions from your healthcare provider on how to connect.

Is There a Cost?

Alberta Health Services (AHS) does not charge for healthcare video visits, but you could have internet or cellular service charges when using your own equipment. Contact your internet or cellular service provider to find out if there might be charges from them. AHS is not responsible for these costs.

Questions? Please contact your healthcare provider or phone 811 for health advice anytime.



Alberta Health Services (AHS) healthcare video visits are private and secure.

No one else can join unless you or your healthcare provider invites them.

AHS respects your confidentiality and privacy. Your health information is collected by AHS in accordance with section 20 of the *Health Information Act*.

Questions related to the collection and privacy of your information should be directed to your healthcare provider.