

Your Virtual Care Journey



The purpose of this journey map is to help patients and families visualize the steps in virtual care and to provide supportive information. Virtual care uses technologies like telephone, video, email, and secure messaging to connect patients and families to healthcare providers when they cannot be in the same location. For more information, ask your healthcare provider and visit: www.ahs.ca/virtualhealth or scan the QR code at the bottom.

DECIDE WHAT'S RIGHT FOR YOU

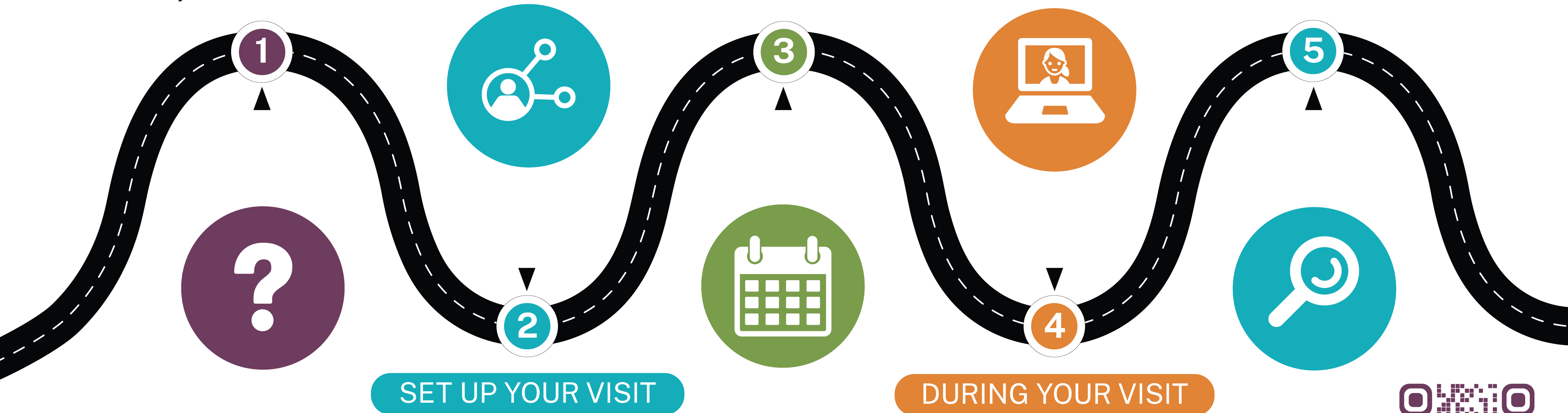
Talk to your healthcare provider and make sure virtual care is right for you. Consider your needs and if virtual care will work for you. You can change your mind about virtual care at any time.

GET READY FOR YOUR VISIT

Write down your visit goals. Find a quiet, private space. Test your connection, camera and microphone before your visit. No driving during your visit.

AFTER YOUR VISIT

Follow any care instructions you were given. Attend future appointments if you have them.



SET UP YOUR VISIT

Ask when and how the virtual visit will be set up and how you will connect. Contact your healthcare provider if you have questions or need help.

DURING YOUR VISIT

You may be on hold at first. You can take notes during the visit to help remember what is discussed. Ask about next steps in your care and how to get what you need.

