

Virtual Emergency Physician



The choice is yours

Our Emergency Department does not have a doctor here right now.

For now, we can connect you with a doctor through our Virtual Emergency Physician service. The doctor is from an Emergency Department in a neighbouring community in Alberta and helping to cover when this unit does not have a doctor.

Hiring doctors to be here in future is our priority.

How does it work?

You will see the doctor face to face using a video cart or iPad that will be provided. We may help you during the call.

Virtual Emergency Physician calls are only made on our equipment and use secure Wi-Fi. We do not use your device.

The devices belong to AHS and are not to leave the unit.



Before the call, the doctor will review your health information in the electronic medical record (Connect Care).

Once connected to the video call with the doctor, your conversation is the same as seeing them in person.

You can ask the doctor questions. They will ask you questions to check your condition. They can order medications or tests required for your care. You, the doctor, and the nurse will make a plan together for your care.

While we do not have a doctor here, you do not have to see the virtual emergency physician. Ask us about your other choices.

Tips for a good virtual visit

- You can have a family member, one of our healthcare providers or someone else be with you during the call.
- We will help to set you up; we may change your position so you can see the doctor and they can see you.
- We can help you adjust the volume if you cannot hear the doctor or turn on closed captions to read the spoken words
- You can ask for a pen and paper so you or the person with you can take notes.
- You can use the My Care Conversations app to record the visit. Download from the Apple app store or Google Play. The doctor does not record the call.



During your virtual visit

The Virtual Emergency Physician will introduce themselves on the video call. You will be asked to do the same.

You, the doctor, and your nurse will make a care plan that may include information about:

- How to manage your symptoms.
- Referrals, if needed, for blood work, tests, prescriptions, other programs, or healthcare providers.
- Whether you will be admitted to a hospital, transferred to another hospital or discharged to go home.
- Prescriptions for medications.

This information will be summarized and printed for you.

Are virtual visits secure?

Your privacy is important to us. Our equipment complies with federal and provincial privacy laws. Calls are encrypted and information security best practices are followed.

Can new prescriptions be given during a virtual visit?

During your Virtual Emergency Physician visit, the doctor might ask you to take a new medicine or change your existing medicine. They will ask for your pharmacy's name and location so they can send the information directly to your pharmacy.



Your experience is important

After the virtual visit, you may be contacted to give feedback on your experience with seeing the Virtual Emergency Physician. Patient feedback is important to help us improve our service for Albertans. You do not have to participate.

You can also contact AHS Patient Relations at any time by phone (1-855-550-2555) or online (ahs.ca/patientfeedback).

