

# Patient FAQ and Troubleshooting Guide

## Common questions about virtual care

### **?** What is telemedicine?

Telemedicine involves meeting with your doctor to receive real-time medical care remotely via the Internet or phone. It enables patients to connect with their doctor without going to the clinic.

### **?** How can telemedicine benefit me?

Telemedicine enables virtual access to care, which offers greater convenience, reduced commuting and wait times, decreased stress, and risk of disease exposure.

### **?** Are virtual care visits safe?

Many virtual platforms are encrypted to enable virtual care visits. Ask your doctor's office about their platform. On your end, you should use anti-virus or malware safeguards on your own devices and ensure that your internet connection is password-protected.

### **?** Can I still get new prescriptions or refills virtually?

Commonly prescribed medications may be provided digitally at the doctor's discretion. Prescriptions may be sent directly to a specific pharmacy.

### **?** How do I access my virtual care visit?

Your clinic will either email you a meeting invitation link or ask you to log in via a website or application.

### **?** What do I do if my technology doesn't work?

Here are a few troubleshooting steps to try if you encounter some issues:

#### No sound or video

- Check that your microphone or camera are turned on

- Update your audio and video permissions
- Check if your microphone is muted
- Check your computer volume
- Check the volume within the platform you are using
- Check your privacy settings
- Check if your browser or app is up-to-date
- Check if your antivirus or firewall is blocking connection
- Restart your device

### **Slow or disrupted internet connection**

- Check the internet connection
- Consider switching to a wired connection or using mobile data
- Try switching to a different device/browser
- Restart your modem/router, if time permits

### **References:**

Canadian Medical Association. Virtual Care guide for Patients. June 2020. Available at: <https://www.cma.ca/sites/default/files/pdf/Patient-Virtual-Care-Guide-E.pdf> Accessed September 2020.

Doctors Technology Office. Virtual care frequently asked questions. Available at: <https://divisionsbc.ca/sites/default/files/Divisions/Northern%20Interior%20Rural/DT%20Virtual%20Care%20Response%20Guide%20-%201-pager.pdf> Accessed September 2020.

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