

---

## Patients: Attending a virtual visit with your provider

To book a virtual visit with your provider, you must give your provider a current email address. Approximately 48 hours before your scheduled virtual visit appointment, you receive an email with a unique link.

To participate in the virtual visit you must have a supported mobile device or computer with a web browser, camera, and microphone, and access to your email (so you can click the link provided in the email). Before the appointment, click the **Test before appointment** link in the email and ensure your video and audio are working.

### Supported operating systems and browsers

- Mac OS X 10.12 and later - latest version of Chrome, Firefox, or Safari
- Windows 7 or Windows 10 - latest version of Chrome, Firefox, or the new Edge (released January 2020; you can download Edge [here](#)). Internet Explorer is **not** supported.
- iOS 11 and later - latest version of Safari
- Android 9 and later - latest version of Chrome



**Note:** If you are not using a supported operating system and/or browser, you cannot attend a virtual visit. Please inform your provider of this prior to your scheduled appointment.

### Steps

1. Close any other applications on your computer or mobile device that are using the camera or microphone.
2. Click the link or button in the email to **Attend your virtual visit**.

## Your virtual visit appointment

Today at 8:53 AM

Allison Asthma, you have a virtual visit scheduled with your health care provider:

**Monday, March 30th at 11:15 AM EDT**

A few minutes before your appointment, click the button below. You'll be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you.

[Attend your virtual visit](#)

We recommend you test your device compatibility with the virtual visit service now by selecting the button below. If you experience problems like not being able to see yourself, or the microphone level indicator not moving while you talk, try changing settings or using another device or browser.

List of the supported browsers (latest version) for each operating system:

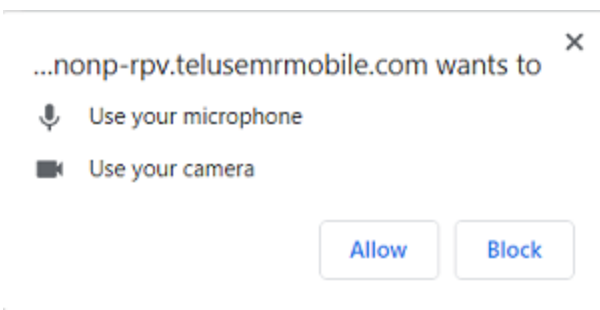
- Mac 10.12 and up: Firefox, Chrome, Safari
- Windows (7 and 10): Chrome or Firefox
- iPhone/iPad - iOS (12, and 13): Safari
- Android (9, 10): Chrome

[Test before appointment](#)

If you can't find a device or browser that works, please contact your clinic ASAP to inform them you won't be able to join the virtual visit.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you think you need urgent attention, please call 9-1-1 or go to the nearest emergency department.

3. The TELUS EMR Virtual Visit window opens in your web browser. If this is your first time attending a virtual visit, you may be prompted to grant access to your camera and microphone. Click **Allow**.

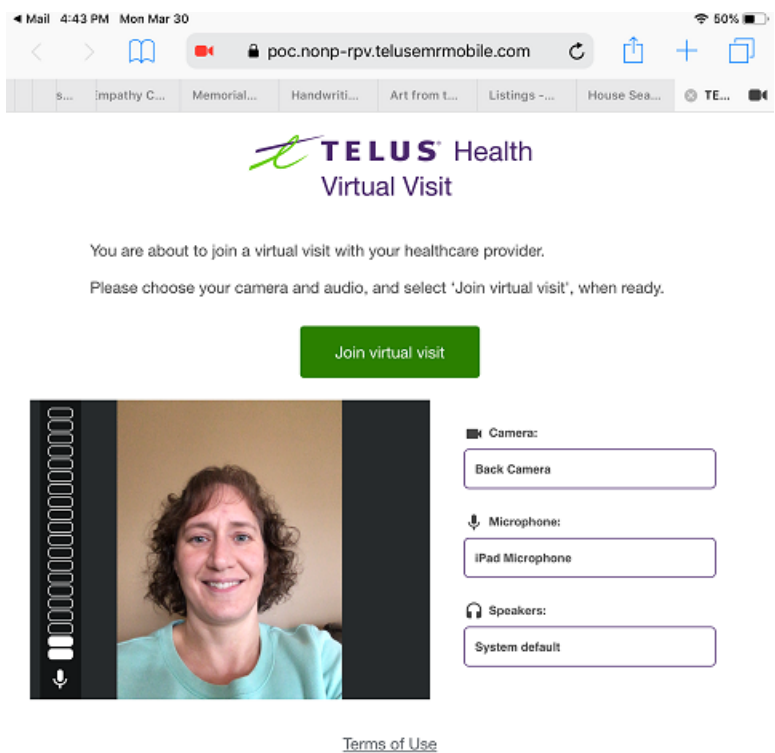




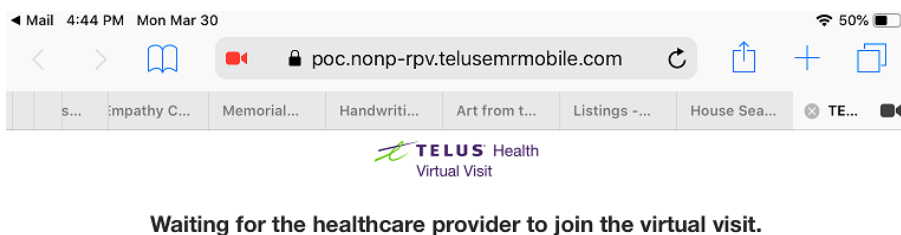
**Note:**

If you have blocked access to your camera and microphone for your browser, you will not be able to join the visit. You must have both video and audio access to attend the visit. If you cannot attend the virtual visit, contact your clinic.

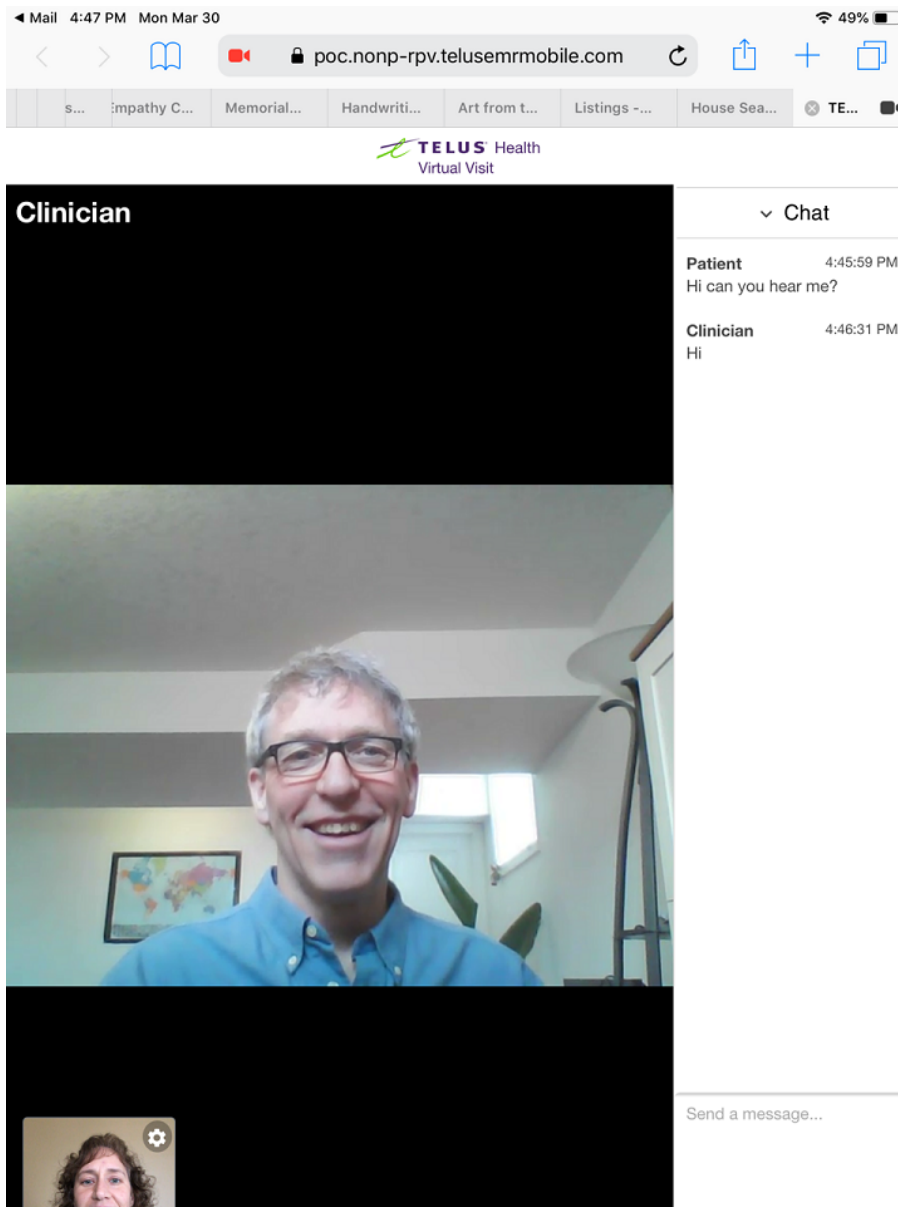
- 4. Ensure your camera and microphone are working - you should see yourself on the screen, and when you speak you should see solid bars appear in the audio panel along the left side. Change the selected camera and microphone, if necessary.



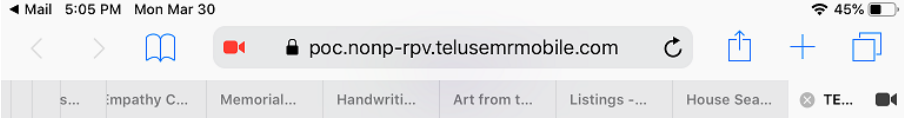
- 5. Click **Join virtual visit** and wait for your provider to join the call.



- Once the provider joins, they will appear onscreen. You can message the provider using the **Chat** option. This is useful if, for example, you can see the provider but cannot hear them. Click **Chat** and type your message.



- The provider will end the call when the visit is complete. Close your browser window.



**The virtual visit has ended**

**You may now close this window**

Please see letter below

## TELEPHONE & VIDEO APPOINTMENTS DURING COVID-19 PANDEMIC

Dear Patients:

In efforts to reduce the spread of COVID-19 virus, the Ministry of Health has approved the use of *physician telephone and/or video consultations* during the pandemic.

All non-urgent medical issues during my regular business hours will be addressed **ONLY** by telephone or video appointment during current isolation periods. Please contact my office and a team member will triage your medical issue as per our established protocols to offer you an appropriately timed remote visit.

I will contact you at your scheduled appointment time to provide care to those issues that can be handled by phone such as, but not limited to: *prescription renewals, provision of requisitions/forms, medical advice for chronic, stable conditions or other suitable issues.*

Please be mindful that calls may be slightly delayed from your booked time as I may be dealing with complex issues with patients ahead of you. Keep your phone line free so you may be reached.

*Please be patient in this time of worldwide stress to our medical systems and health care providers.*

If your condition is non-urgent and cannot be properly addressed by phone, you will be appropriately triaged and provided an office visit at a later date once the risk for COVID-19 infection has significantly decreased.

*For emergencies, please call 911 or visit your nearest emergency department.*

Please contact the office if you wish to cancel or are unable to attend the remote appointment so that others requiring care may be helped.

Cancellation policies for remote visits, like office visits are in effect.


Services at The Hampton Park After Hour Clinic remain in place for my family medicine patients where consultations also will be provided **ONLY** by telephone and/or video throughout the pandemic.

Please visit my website for up to date information links on COVID-19 [www.drswyers.ca](http://www.drswyers.ca).

Please follow current Public Health recommendations and limit exposure to others to reduce risk to all.

Keep safe and healthy.

Sincerely,

A handwritten signature in black ink, appearing to read "Dr. Sawyer", is written over a faint, circular watermark or stamp.

Dr Sawyer. MD, CCFP. FCFP.