



TIPS ON NAVIGATING A VIRTUAL MEDICAL APPOINTMENT

Many physicians and other healthcare practitioners are providing care through virtual phone or video calls as a result of the COVID-19 pandemic. Virtual appointments can help keep you and your doctor safe while still being able to address many of your health care needs.

Before Your Appointment

Plan your space. Choose a location that is private and quiet with minimal background noise.

If you are having a video appointment, make sure there is ample light so that your doctor can see you clearly.

If you are video calling your doctor and you need to show them a part of your body, wear loose-fitting clothing.

Have on hand any devices your doctor may have recommended – this might include a thermometer, bathroom scale, or a home blood pressure monitor.

Gather the information you will need for your appointment: current medication list, pharmacy name, location, phone number. Also take note of any health care data such as recent blood pressure readings or glucose levels.

Prepare for your appointment: Write down a list of your questions, concerns and have a paper and pen to take any notes.

During Your Appointment

The phone call from your physician or healthcare provider may come in as a blocked number.

Let your doctor know if someone else is with you and introduce them.

Give yourself extra time before and after your appointment time as the call may come in a bit before or after your scheduled time.

Keep an open mind. Although the appointment might feel different, try to treat your appointment as a regular visit. Ask questions. Schedule follow up appointments if needed.

Technology Tips

- Choose whether you will use a smartphone, tablet or computer. Ensure that your phone or computer is charged and that you have access to a reliable connection.
- Video calls work best with a high-speed internet connection. If possible, consider using a wired connection.
- When booking or confirming your appointment, ask which applications or programs your healthcare provider will use and download them before your session (if it is video-based appointment).

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No one associated with The Kidney Foundation of Canada will answer medical questions via e-mail. Please consult a healthcare professional for specific treatment recommendations.