

# Attending a virtual visit with your provider



**View video tutorial:** [Attending a virtual visit with your provider](#)

## Preparing for your visit

Virtual visits may seem intimidating. As with most things, preparation is key. Here are a few tips to help ensure you make the most out of your appointment:

### You will need:



- A supported mobile device or computer with a web browser, camera, good quality speakers, and microphone
- An internet (wi-fi) or a phone data plan (for connections via mobile device)
- A strong internet connection
- An email account. Approximately 48 hours before your scheduled virtual visit appointment, you receive an email with a unique link to join the visit.
- A quiet indoor space with little distraction and good lighting



Take a moment to jot down **any questions you have** or symptoms you want to discuss with your healthcare professional. It's a good idea to write down a few notes in advance to make the best use of your time during your virtual consultation.



Have a pen and paper handy in case you want to take notes from your visit.



**Consider having someone join you.** Depending on the type of visit, it may be helpful to have a family member, trusted friend or caregiver sit in to take notes or raise concerns in case you forget something. If the individual can't be in the same location as you, share the link and they can log in from any internet-enabled computer or mobile device.



**Get set-up.** Before the appointment, click the **Test your connection** link in the email and ensure your video and audio are in good working order. If it does not work, call 1-855-252-2632 for additional help.



**Important :** The appointment time in the email uses the time zone of your province. If you are in a province with multiple time zones, the time zone may not be the one you expect. Carefully check the appointment time and contact your clinic if it is unclear.

## 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
- Chrome OS - 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.

## Attending the visit



**It's time for your appointment.** These steps will walk you through joining the virtual visit.

1. Click the link or button in the email to **Attend your virtual visit**.

## Your virtual visit appointment

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

**Thursday, April 16th at 1:15 PM EDT**

A few minutes before your appointment, click the button below to attend the virtual visit. You'll be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you. Click [here](#) for complete instructions and to see the supported browsers.

[Attend your virtual visit](#)

To avoid last minute issues, we recommend you test your connection now.

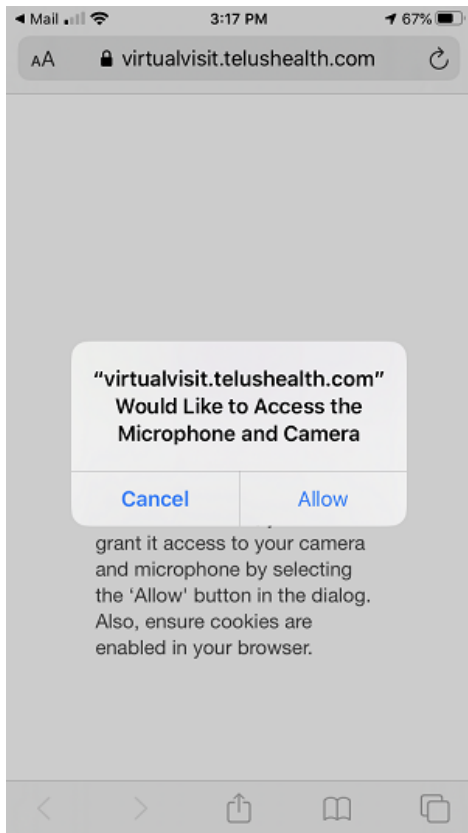
[Test your connection](#)

If you are unable to connect, try a different device or browser. For additional help, please call [1-855-252-2632](tel:1-855-252-2632). If you still can't connect, please contact your clinic immediately 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 need urgent attention, please call 9-1-1 or go to the nearest emergency department.

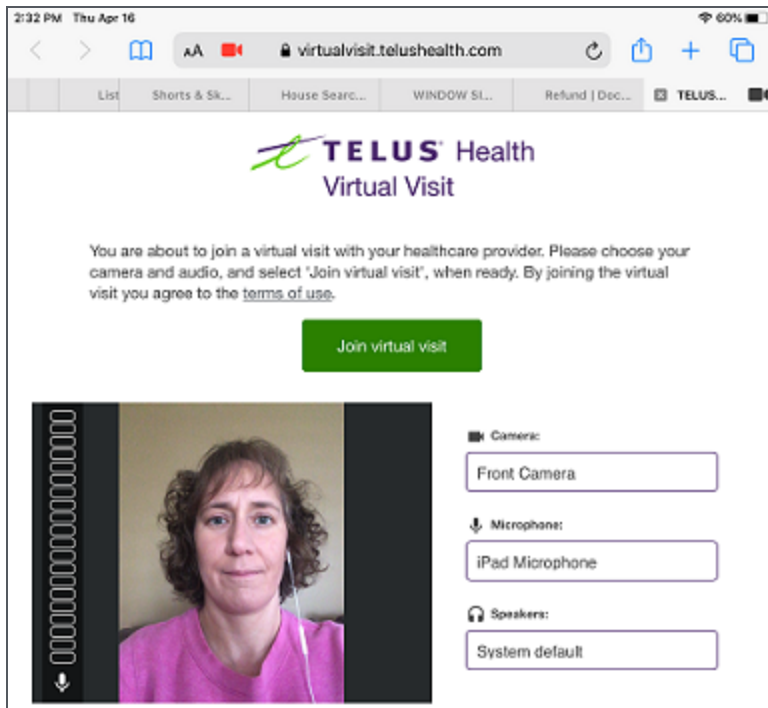
 TELUS Health

2. The TELUS EMR Virtual Visit window opens in your web browser. You may be prompted to grant access to your camera and microphone. Click **Allow**.

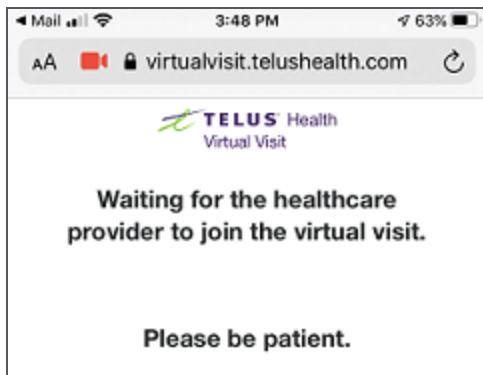


**Note:** If you have blocked your browser's access to the camera and microphone, you will not be able to join the visit. You must have both video and audio access to attend the visit. If you cannot attend the virtual visit, contact your clinic.

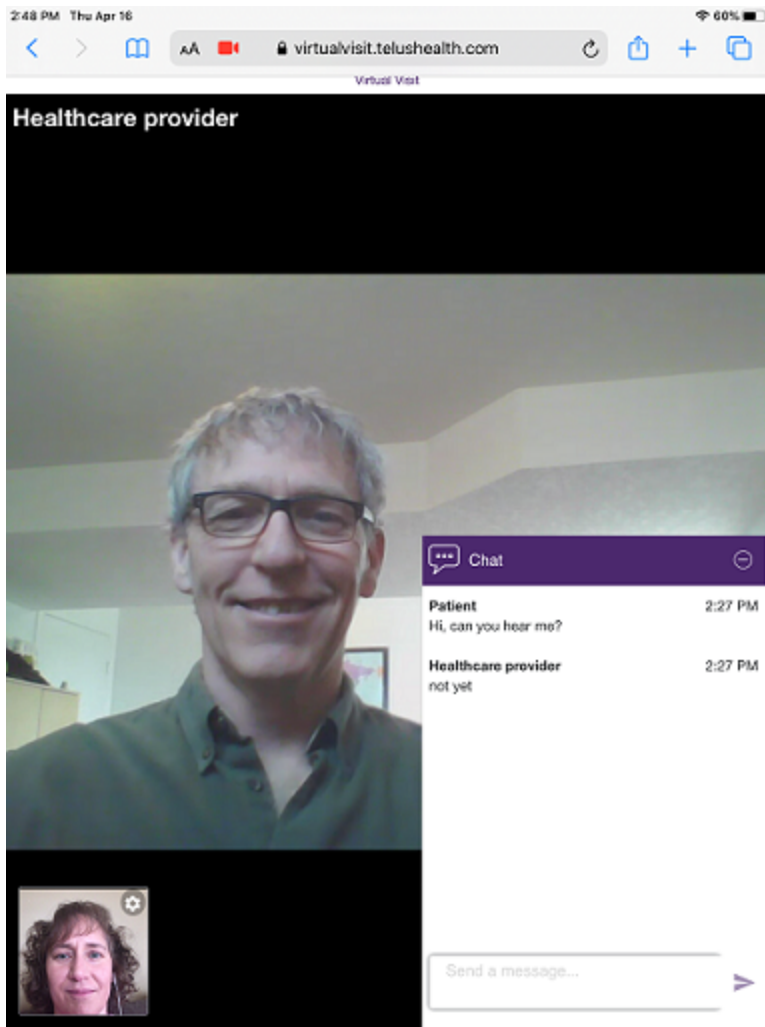
3. Ensure your camera and microphone are working — you should see yourself on the screen, and when you speak you should see solid bars appear in the audio panel along the left side. Change the selected camera and microphone, if necessary.



4. Click **Join virtual visit** and wait for your provider to join the call. Don't be concerned if you don't see your healthcare professional on your screen when you "arrive" for your appointment. Just as in the clinic, you may have to wait a few minutes for the provider.



5. 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.



**Note:** The audio and video quality depends on the internet speed of all the participants involved.

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

