

Preparing for Your Virtual Care Visit Checklist



I have...

- ☐ Read any information sent to me about my visit.
- ☐ Filled out and returned any forms.
- ☐ Made a list of questions I want to ask at the visit.
- ☐ Made sure I have the required computer program or application.
- ☐ Tested my computer/tablet including speakers, and microphone (and camera if it is a video visit).
- ☐ Picked out a private, quiet, and well-lit place. If a video visit I have a plain background, such as a bare wall, behind me.
- ☐ Made sure that anyone who will be at the visit to support me (family member, caregiver) knows how to join the visit.
- ☐ Made a list of information about my condition, including any symptoms, any important medical history and current medications.
- ☐ My PEI Health Card and a photo ID (for example, driver's license, voluntary ID, etc.).
- ☐ Something to take notes (pen and paper, tablet, etc.).
- ☐ Made sure my device (computer, tablet, or phone) is fully charged.
- ☐ Given myself at least 15 minutes before the appointment starts to make sure everything is working.

If you have questions or need help with a virtual visit, please reach out to the eHealth Technical Support Desk at 1-855-506-3963. This desk does not provide medical advice.

Do you have input that could improve this document? Email your comments to ehelthsupport@ihis.org and reference this page.

Version December 6, 2024 VCPCC

Some portions of this document were adapted from ©2020 Accreditation Canada CAN/HSO83001 Virtual Health Standard; and Nova Scotia Health's "How to Prepare for a Virtual Visit" March 2022.

Health PEI