

# Virtual Care Appointment Information

## for Patients and Caregivers



## What are virtual care appointments?

Virtual care appointments are healthcare appointments where you connect with your healthcare provider by phone or video using a smartphone, tablet or computer.

## Why use virtual care appointments?

- **Save time and money:** less time off work and lower costs for things like travel and childcare
- **Increase access:** helps people in communities where services might not be available
- **Help for caregivers:** Makes it easier for those who support others to join the appointment
- **Accessibility:** Can benefit people with mobility, auditory, sensory, or language barriers
- **Reduced exposure:** Less risk of catching infections

## How do I get access to a virtual care appointment?

Check with your healthcare provider to see if a virtual appointment is right for you. Virtual care isn't the best option for everyone or every situation, and not all providers offer it. Talk to your provider about what you prefer and explore your options.

## When might a virtual care appointment be useful?

- Follow-ups where no physical exam is needed
- Mental health appointments
- Reviewing test results or specialist reports
- Group education or exercise programs
- Urgent care needs that can be addressed virtually

## When might virtual appointments not be the best option?

- When a physical exam is needed
- If a procedure needs to be done in person
- Based on your personal comfort or preference

## What supports are available for virtual care appointments?

1. The **Digital Navigator** offers virtual care appointment supports such as creating an email address, setting up your phone, tablet or computer for video appointments, finding community resources for internet or device access, and more.
  - Ask your clinic to book you an appointment or request a call from the Digital Navigator
  - Email [digitalnavigator@lhsc.on.ca](mailto:digitalnavigator@lhsc.on.ca)
  - Use your smart phone camera to scan the QR code below to book a session, or visit [www.bit.ly/VirtualCareTechSupport](http://www.bit.ly/VirtualCareTechSupport)
  - The Virtual Care Helpline (519-685-8390) can book you an appointment with the digital navigator



2. The **Virtual Care Helpline** offers free in-the-moment technical support and troubleshooting on the day of your appointment.
  - Call the Virtual Care Helpline at 519-685-8390, Monday to Friday, 8 a.m. to 4 p.m.
3. Contact your **clinic** if you need to reschedule your appointment or if you can't find your video appointment email.
4. Online Resources

**Virtual Care at LHSC:** [www.lhsc.on.ca/virtual-care](http://www.lhsc.on.ca/virtual-care)

**Virtual Care at St. Joseph's Health Care London:**  
[www.sjhc.london.on.ca/patients-and-visitors/patient-information/virtual-care](http://www.sjhc.london.on.ca/patients-and-visitors/patient-information/virtual-care)

**Virtual Urgent Care:** [www.urgentcareontario.ca](http://www.urgentcareontario.ca) or dial 1-844-227-3844

**Health811:** [www.health811.ontario.ca](http://www.health811.ontario.ca) or dial 811