

Your Guide to Virtual Physician Visits

ABOUT

What are Virtual Visits?

Virtual visits enables you to connect remotely with a physician from the comfort of the retirement residence using a secure video platform. Virtual physician clinics have been designed to support your home's ability to provide quality care for you by offering timely quality physician services.

FACTORS TO CONSIDER WHEN CHOOSING A VIRTUAL CARE VISIT

Choosing the best model of care

Virtual visits can increase access to timely care when used in the right medical situations. Please remember that virtual visits are not a substitute for attending the emergency department.

As well, if you need a physical examination (for conditions such as muscle injuries, abdominal pain, recent falls) please speak with your Health and Wellness Manager.

	Sample Clinical Situations
Great for Virtual Visits	<p>In general, virtual visits are a great fit for most primary care situations that do not require a physical examination.</p> <p>Here are examples of clinical scenarios that are a <u>great fit for virtual visits</u>:</p> <ul style="list-style-type: none"> - Prescription refills for non-narcotic medications - Chronic condition management (eg. hypertension, diabetes, thyroid) - Mental health concerns - Sleep concerns - Treatment of minor ailments (urinary tract infections, rashes) - Review of lab and imaging results

WHAT TO EXPECT FOR A VIRTUAL VISIT

How do I book a Virtual Visit?

Speak to a member of your wellness team who will book an appointment on your behalf. They will ask questions to ensure you do not require in-person or immediate care.

What can I expect during the virtual visit with the physician?

Your wellness coordinator will assist you in setting up the video visit on the day of your appointment where you will then virtually meet a physician for an appointment. You can let the physician know about your medical concern and your medical history so that they can give you the best health information possible. Physicians can write prescriptions for non-narcotic medications, order blood work and diagnostic imaging, and send referrals to specialists on your behalf. They are also able to send the visit details to your Family Doctor upon request.

If you have been working with your Family Doctor through a complex medical situation, our physicians are more than happy to support you through education and counselling. In these scenarios, it should be noted that the physicians may not be able to adjust your medications, especially those that are considered controlled substances or that are for psychiatric conditions.

Virtual Physician Clinics - Frequently Asked Questions for Residents

1. How will I see the virtual physician?

The Chartwell wellness team will set you up with a tablet or laptop in the Wellness Room to see the physician. They will turn on the camera and microphone for you - no computer experience needed!

2. What will I need to prepared for my virtual visit?

Please bring any of your latest vitals (blood pressure measurements or blood glucose readings) and medication list to the appointment.

3. Can I request to have appointments with the same physician for repeat visits?

Yes. When scheduling an appointment with the wellness team, let them know your preference and they can provide availability for that physician's schedule.

4. Who will have access to my personal health information?

All resident health information is only accessible by Think Research clinic staff that are directly involved with your appointment. Relevant health information may be shared with another care provider or family physician for a referral, but only with your consent.

5. How is my personal health information protected?

Virtual physician appointments are not recorded. All information is stored in a secure and encrypted format that exceeds all privacy and security legislation in Canada.

6. Where are the virtual physicians located?

The physicians are providing care from a Think Research Clinic located in the Greater Toronto Area.