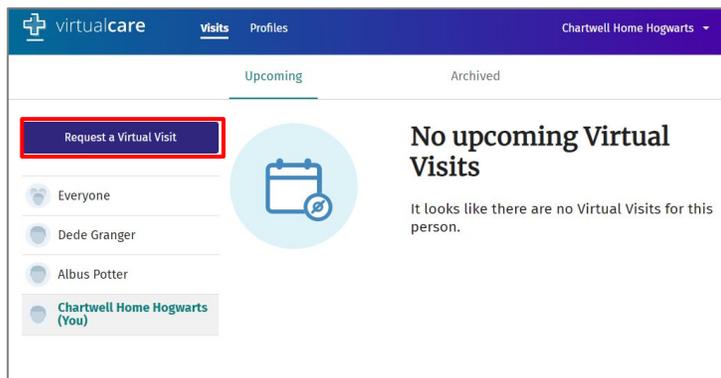
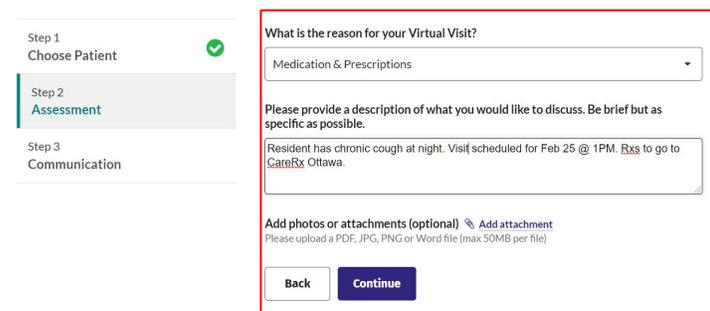


Requesting Virtual Visits with Physicians

In order for residents to be seen by a virtual physician, you will need to submit a virtual visit request on the resident's behalf. The resident will need to be registered to your home's VirtualCare site before a visit can be requested.



1 To request a virtual visit for a resident, login to VirtualCare and click **Request a Virtual Visit**.

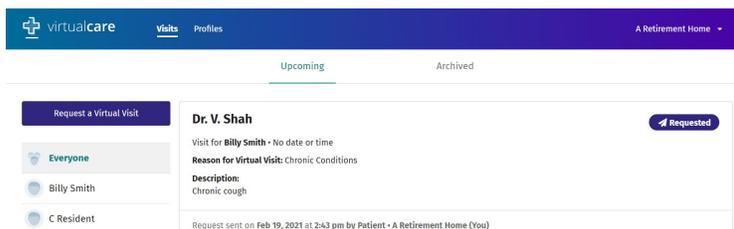


2 Follow the instructions on screen to specify the following:

- **Name of resident** for whom visit is being requested
- **Reason for the request**
- **Description:** Input resident's preferred appointment time as per the physician's schedule, a brief description of reason for visit and the resident's preferred pharmacy for an prescriptions
- **Preferred method of communication**

Once all of the above have been completed, please proceed to submit the request.

- **Attachments:** If it is the residents first virtual visit, remember to attach the residents medication list.



3 The new visit request will appear at the top of the **Visits** list under the **Upcoming** section for that specific resident. The visit status will change to **Accepted** when confirmed by the clinic staff.