

## Preparing for Your TeleHealth Appointment

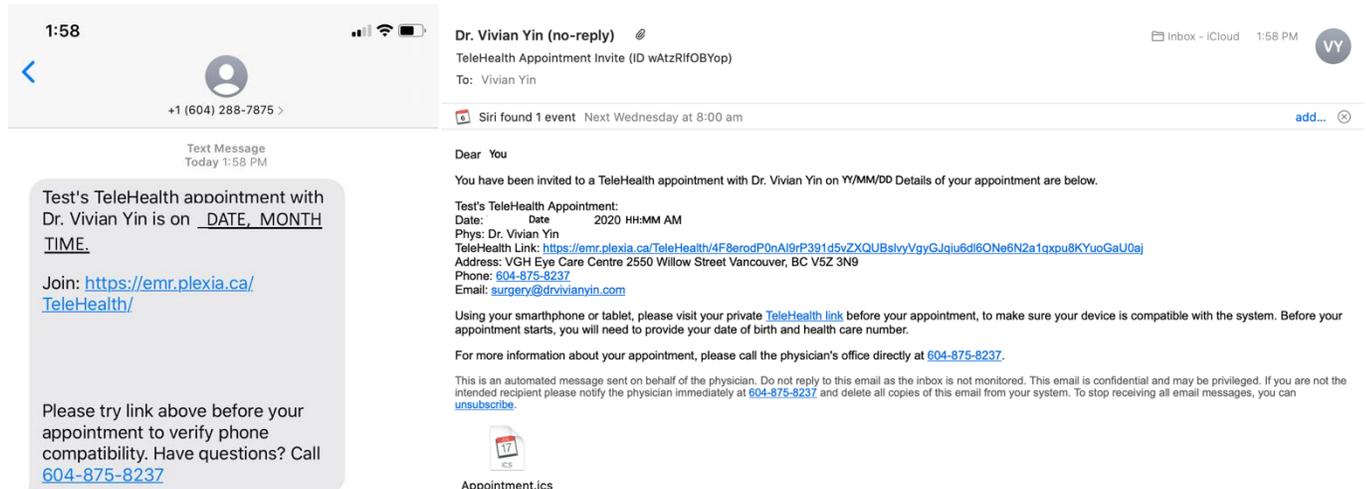
### 1. Providing All Contact Information

Please provide as many ways for us to contact you as possible, forward your email address AND cell phone number to Starr at [starr.robertson@vch.ca](mailto:starr.robertson@vch.ca) as soon as possible when your appointment is made. Please also let us know if you have an iPhone or Android.

We need this information so that we can contact you if there's any technical issues. All your information is stored within Plexia (electronic medical record), which has the same security as your online banking.

### 2. Notice for your appointment

You will receive a link by text message (from an unknown number) AND email that looks like this (see below, these are demo photos for your viewing to show you what to expect). We will prefer for you to **use your cell phone** for this appointment as the camera quality is usually better.



### 3. 30min before your appointment

The link will start to work 30min prior to your scheduled appointment time. You will be prompted to enter your **date of birth** and **personal health number** as a security check.

**!!** When asked for “permission to access” your computer/phone’s microphone and/or camera, please click “Allow”.

#### **4. At the time of your appointment**

You will be in a virtual waiting room until Dr. Yin is ready for you. During which time, you will only see yourself on the screen.

- Please “show up” to your appointment at least 10min early.
- Be in a quiet room with no background noise
- Please be aware, just like regular office days, Dr. Yin may be running behind. Please be patient, she will be with you as soon as she is finished with the previous patient.
- Dr. Yin will re-send text/email link a few minutes prior to her seeing you, as a reminder and assurance that she will be right there.

If you accidentally get disconnect, do not panic, Dr. Yin will call you on your cell phone.

#### **5. After your appointment**

After your appointment, you will receive a proposed date by Dr. Yin with your next follow-up appointment and time.