

Preparing for a successful virtual consultation.



Virtual consultations may seem intimidating. As with most things, preparation is key. Here are a few tips to help ensure you make the most out of your appointment:



You will need:

- A webcam-enabled computer, smartphone or tablet with good quality speakers, a microphone and a web browser
- An internet (wi-fi) or a phone data plan (for connections via mobile device)
- A strong internet connection
- An email account
- A quiet indoor space with little distraction and good lighting



Complete and submit any paperwork as instructed by your healthcare professional's office – preferably a day in advance.



If you have not yet shared your insurance information with your healthcare professional, make sure to do so. If you have private insurance through an [eClaims participating insurer](#), your healthcare professional can direct bill on your behalf with eClaims and you only have to pay for the portion not covered by your insurer.



Take a moment to jot down any questions you have or symptoms you want to discuss with your healthcare professional. If you are not seeing your regular healthcare professional, keep in mind that you may need to discuss your pre-existing history. It's a good idea to write down a few notes in advance to make the best use of your time during your virtual consultation.



Have a pen and paper handy in case you want to take notes from your visit.



Consider having someone join you, either in-person or virtually. Depending on the type of visit, it may be helpful to have a family member, trusted friend or caregiver sit in to take notes or raise concerns in case you forget something. If the individual can't be in the same location as you, share the link and they can log in from any internet-enabled computer or mobile device.

Get set-up

- Fifteen minutes before your appointment time, we recommend testing your audio, camera and internet connection to make sure everything is in good working order.
- Five minutes before your appointment time, click on the link in the email provided by your healthcare professional's office. You may see a window pop-up in your web browser requesting permission to share your camera. Be sure to accept/allow, otherwise your healthcare professional won't be able to see you.
- Don't be concerned if you don't see your healthcare professional on your screen when you "arrive" for your appointment. Just as in the clinic, you may have to wait a few minutes for the healthcare professional.



eClaims



telus.com/eclaims