

# PREPARING FOR YOUR VIDEO OR PHONE APPOINTMENT WITH YOUR FAMILY DOCTOR

## BOOKING YOUR APPOINTMENT

Whether you have a new or ongoing health condition or question, urgent or not, your family doctor wants to see you. To make an appointment, call your family doctor's office. They will help determine whether to see you by phone, video or in-person and will walk you through what you'll need to do.

If you need a prescription refill, contact your doctor's office – they will guide you according to your current health needs.

## EMERGENCIES ARE STILL EMERGENCIES

Sudden chest pain, weakness in one side of the face or body, a sudden overwhelming headache, serious difficulty breathing, or sudden-onset confusion are all symptoms that need urgent attention, regardless of the pandemic. **Call 9-1-1.**

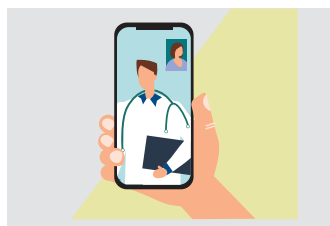
## BEFORE YOUR APPOINTMENT

### CHOOSE A DEVICE



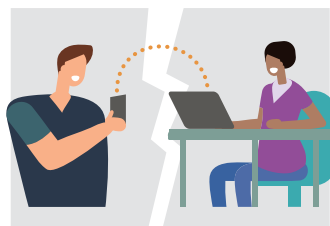
For a **video** appointment, you'll need an email address, computer, laptop, tablet or smartphone with a webcam and microphone. For privacy reasons, use a personal device rather than a public or work device. For video appointments, your doctor will let you know what app to use.

### PREPARE YOUR MEETING PLACE



Choose a quiet, private place for your appointment where you can speak freely and listen carefully. If somebody else is in the room, let your family doctor know at the start of the call. For a video appointment, choose a well-lit location so your doctor can clearly see you.

### TEST YOUR CONNECTION



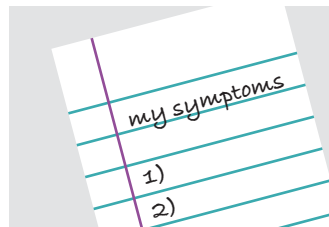
Check your Internet connection or phone signal ahead of the appointment. If using a video call app, try it out with a friend or family member in advance.

### CHECK YOUR AUDIO



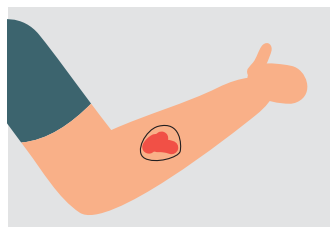
Test your speakers ahead of time. Using headphones or earbuds may make it easier to hear your family doctor on the call and also improves privacy.

### PREPARE FOR THE CONVERSATION



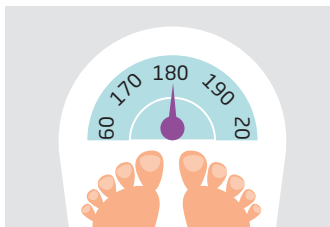
Write down a few points about what you want to discuss. Think about why you need to be seen and what is most important to discuss. Note any symptoms, including when they occur and anything that makes them better or worse.

### TAKE A PHOTO OF VISIBLE SYMPTOMS



Taking a high-resolution photo of skin issues or external injuries can be helpful during a phone or video appointment. If you have a rash or skin condition that is spreading, draw a circle around it and take a photo every two hours, noting the time.

### GATHER ANY HEALTH EQUIPMENT



If you have any medical devices prescribed by your doctor, such as an oral thermometer, a bathroom scale, a home blood pressure monitor or a glucometer, have them on hand for your appointment.

### HAVE YOUR CARE CARD READY



It's a good idea to have your BC Care Card (or other ID) ready in case you need it.

Though having an appointment over phone or video may seem unusual, you will likely find that once the call begins, it's just like any other appointment. **The important thing is that you are taking action to look after your health.** If during your appointment, your family doctor recommends an in-person visit, they will make those arrangements with your health and safety in mind.