

How to Prepare for your Phone or Video Appointment

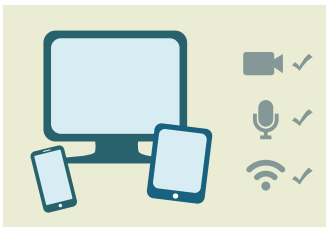
Booking your appointment

Call your local health centre or clinic like you normally would to book an appointment. The staff will let you know if your appointment can take place by phone or video, and will walk you through what you need to do. If you choose a video appointment your appointment will be through Zoom for Healthcare. You do not require a license for a Zoom appointment.

What is NWT Virtual Care?

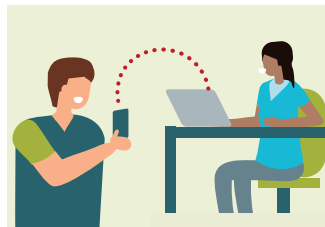
Virtual Care allows you to have a health-care appointment virtually. This means that you can talk with your care provider over the phone or by video and do not have to go to the health centre or clinic to see them. Virtual care protects patients and care providers against COVID-19 because you don't have to see your provider in person.

Before your appointment



Choose a device

For a video appointment, you'll need a 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 a phone appointment, all you need is a telephone (landline or cell phone).



Test your connection

Check your Internet connection or phone signal before your appointment. For a video appointment, install the Zoom app in advance, and then try using it with a friend or family member to make sure it works.



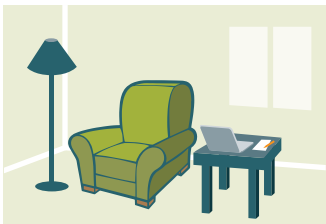
Check your audio

Test your speakers ahead of time. Using headphones or earbuds may make it easier for you to hear your providers, and also improves privacy.



Have your NWT healthcare card ready

Just like for an in-person visit, you'll need to have your healthcare card available.



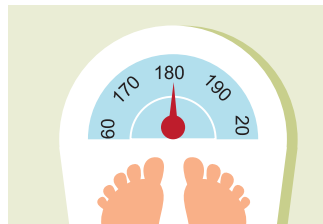
Prepare your meeting place

Choose a quiet, private place for your appointment where you can speak freely and are not concerned that someone else is in the room that could overhear. If you do not have a private space, let your provider know at the beginning of the call, and try using headphones. For a video appointment choose a well-lit location so your provider can see you clearly.



Prepare for the conversation

Prepare for your appointment like you would for any other appointment. Write down any questions you have or things you want to discuss, and be ready to answer any questions. Bring your medications or anything else you would usually show your provider at an appointment.



Gather any health equipment

If you have any medical devices prescribed by your provider, such as an oral thermometer, a bathroom scale, a home blood pressure monitor or a glucometer, have them on hand for your appointment. For physiotherapy appointments have any exercise bands or supports that you use.

If you have a **video** appointment and have not used Zoom before, we recommend you install the app and test it out with a friend the day before your appointment. That way if it is not working you can let your health centre know and choose another option before your appointment.

If you have a **phone** appointment but have access to a computer, smart phone, or tablet, we recommend you download Zoom and have your device ready to use. This will give you the option of switching over to video in case your provider needs to see something you are describing.