

Patients: Attending a virtual visit with your provider



View video tutorial: [Attending a virtual visit with your provider](#)

Preparing for your visit

Virtual visits 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 supported mobile device or computer with a web browser, camera, good quality speakers, and microphone
- An internet (wi-fi) or a phone data plan (for connections via mobile device)
- A strong internet connection
- An email account. You will receive an email with a unique link to join the visit. If your provider chooses to require a PIN to access the visit, you will receive a second email with the PIN.
- A quiet indoor space with little distraction and good lighting



Take a moment to jot down **any questions you have** or symptoms you want to discuss with your healthcare professional. 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. 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. Before the appointment, click the **Test your connection** link in the email and ensure your video and audio are in good working order. If it does not work, call 1-855-252-2632 for additional help.



Important: The appointment time in the email uses the time zone of your province. If you are in a province with multiple time zones, the time zone may not be the one you expect. Carefully check the appointment time and contact your clinic if it is unclear.

Supported operating systems and browsers

- Mac OS X 10.12 and later - latest version of Chrome, Firefox, or Safari
- Windows 7 or Windows 10 - latest version of Chrome, Firefox, or the new Edge (released January 2020; you can download Edge [here](#)). Internet Explorer is **not** supported.
- iOS 11 and later - latest version of Safari
- Android 9 and later - latest version of Chrome
- Chrome OS - latest version of Chrome



Note: If you are not using a supported operating system and/or browser, you cannot attend a virtual visit. Please inform your provider of this prior to your scheduled appointment.

Attending the visit



It's time for your appointment. These steps will walk you through joining the virtual visit.

1. Click the link or button in the email to **Attend your virtual visit**.

Debbie Diabetes, you have a virtual visit scheduled with your healthcare provider:

Thursday, October 8th at 11:00 AM EDT (8:00 AM PDT)

A few minutes before your appointment, click the button below to attend the virtual visit. You will be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you. Click [here](#) for complete instructions.

Attend your virtual visit

To avoid last-minute issues, please test your connection now.

Test your connection

If you are unable to connect, try a different device or browser. For additional help, please call 1-855-252-2632. If you still can't connect, please contact your clinic immediately to inform them you won't be able to join the virtual visit.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you need urgent attention, please call 9-1-1 or go to the nearest emergency department.

 TELUS[®] Health

2. The TELUS EMR Virtual Visit window opens in your web browser.
 - a) If your provider included a PIN for the visit, you will be prompted to enter it. The PIN was sent to you in a separate email. Type the 6-digit PIN and click **Submit**.

Charlie Copd, you have a virtual visit scheduled with your healthcare provider:

Monday, January 4th at 5:30 PM EST

Your clinician has elected to add a PIN to your upcoming virtual visit. You will receive an additional email with the link to your virtual visit, if you have not already. When you click the link to join your virtual visit, you will be prompted for the PIN.

Please enter the following code at that time:

999999

Note: This is a sample PIN only. Do not use this PIN.

If you are unable to use the above PIN to join your virtual visit at your scheduled appointment time, please contact your clinic immediately to advise them.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you need urgent attention, please call 9-1-1 or go to the nearest emergency department.



Enter visit PIN ⓘ

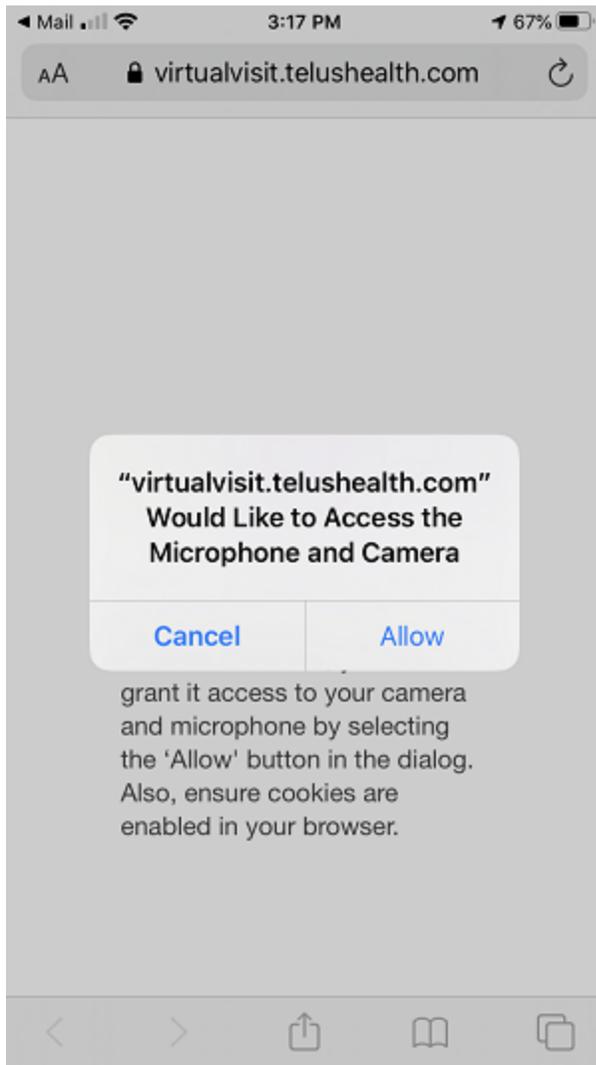
PIN #

Submit



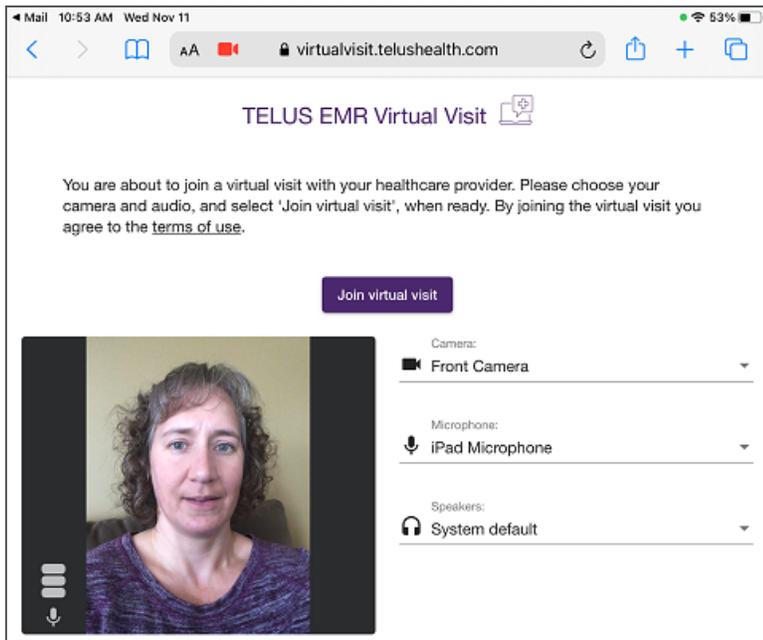
Note: If you misplaced the email that contains the PIN or the PIN does not work, contact your clinic. They can retrieve the PIN for your visit and provide it to you.

b) You may be prompted to grant access to your camera and microphone. Click **Allow**.

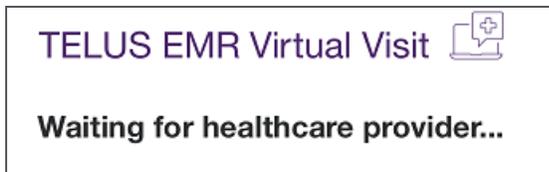


Note: If you have blocked your browser's access to the camera and microphone, you will not be able to join the visit. You must have both video and audio access to attend the visit. If you cannot attend the virtual visit, contact your clinic.

3. Ensure your camera and microphone are working—you should see yourself on the screen, and when you speak you should see solid bars appear in the audio panel along the left side. Change the selected camera and microphone, if necessary.



4. Click **Join virtual visit** and wait for your provider to join the call. 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 provider.



5. Once the provider joins, they will appear onscreen. You can message the provider using the **Chat** option. This is useful if, for example, you can see the provider but cannot hear them. Click **Chat** and type your message. You can also send a photo; see [Sending a photo to your provider](#) for more information.

TELUS EMR Virtual Visit 



Note: The audio and video quality depends on the internet speed of all the participants involved.

6. If a staff member checks you in before you see the provider, or the provider needs to step away during the visit, they can pause the visit. When this happens, a message that your visit has been placed on hold displays where the video would be.
7. The provider will end the call when the visit is complete. Close your browser window.

TELUS EMR Virtual Visit 

The virtual visit has ended

You may now close this window

Sending a photo to your provider

If enabled, during a virtual visit you can send a photo to your provider through the chat. Your provider may ask you to do this to get a better view of the problem you're reporting - such as a skin rash or bite.

Steps

1. Click **Chat** and then click the camera icon at the top of the chat window.



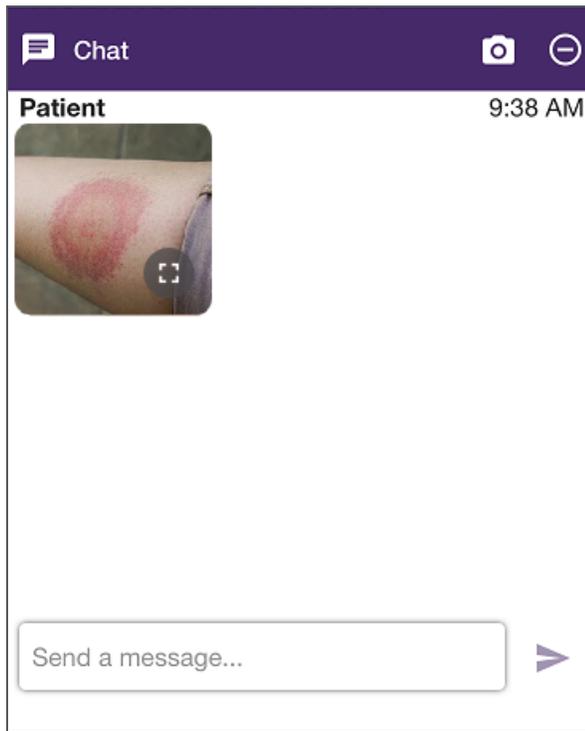
Note: If your provider disabled patient uploads, you will not see the camera icon and cannot send a photo.

2. From your mobile device you can take a new photo, select one from your camera roll, or browse to select a file from your device.
 - Android users: from the menu choose **Camera**, **Browse**, or select a picture.
 - iOS users: from the menu choose **Take Photo**, **Photo Library**, or **Browse**.
3. If you took a new photo, you can choose to retake it or send it to the provider.
 - Android users: choose **Retry** or **OK**.
 - iOS users: choose **Retake** or **Use Photo**.



If you are using a computer you cannot take a photo. When you click the camera icon you are prompted to select a file from your computer. You can select only image files.

4. A progress circle appears in the body of the chat as the photo is uploaded and then a thumbnail of the image appears. Your provider can now see the photo.



Frequently asked questions

What are the system requirements?

See ["Supported operating systems and browsers" on page 2](#).

I need to change or cancel my appointment

Contact your clinic. If your appointment is rescheduled or cancelled, you will receive a new virtual visit email.

I lost the email to attend the visit

Contact your clinic. The provider can email you a link once he/she has joined the visit.

How do I join the visit?

You will have received an email with the subject referring to **Your upcoming virtual visit appointment**. Check your junk folder if you don't see it in your inbox. In that email, click the green box to **Attend your virtual visit**. A web browser will open and from there you can join the visit. See ["Attending the visit" on page 2](#) for more information.

Debbie Diabetes, you have a virtual visit scheduled with your healthcare provider:

Thursday, October 8th at 11:00 AM EDT (8:00 AM PDT)

A few minutes before your appointment, click the button below to attend the virtual visit. You will be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you. Click [here](#) for complete instructions.



Attend your virtual visit

To avoid last-minute issues, please test your connection now.

Test your connection

If you are unable to connect, try a different device or browser. For additional help, please call 1-855-252-2632. If you still can't connect, please contact your clinic immediately to inform them you won't be able to join the virtual visit.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you need urgent attention, please call 9-1-1 or go to the nearest emergency department.



Can I have a family member attend the visit with me for support?

Yes. Forward the email to anyone you wish to attend the visit with you. We recommend no more than a total of 6 participants in a virtual visit, including the provider.

What if I'm late for my appointment?

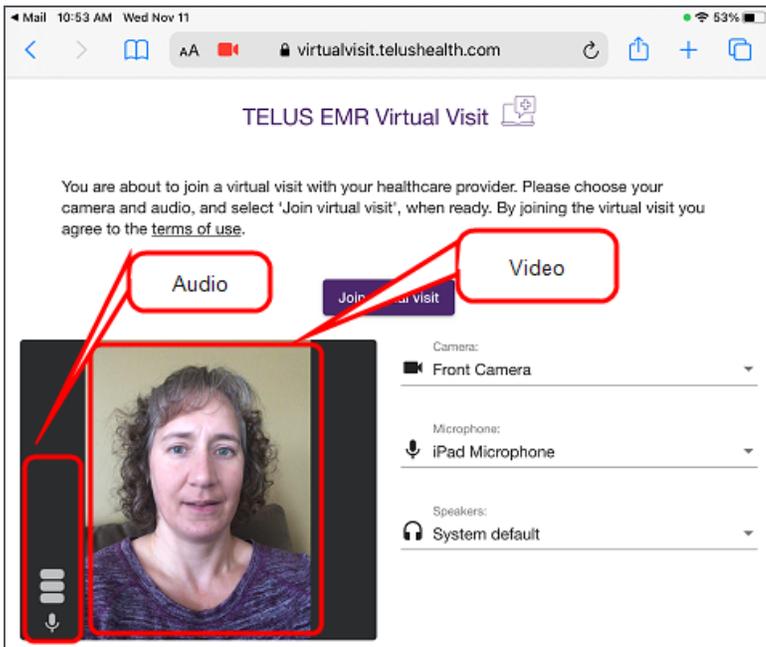
If you are late or plan to be late for your appointment, contact your clinic to advise them.

My provider hasn't joined

Please be patient; the provider may be running late from the previous appointment. If necessary, contact the clinic to confirm your appointment details.

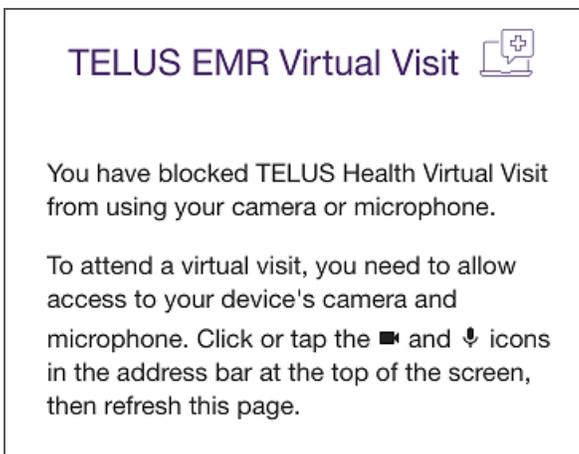
How do I know if I've connected successfully?

In the email that you received regarding your virtual visit appointment, click **Test your connection**. A web browser opens. If you can see yourself on screen, the video is working. When you speak, if the bars rise and fall, the audio is working.

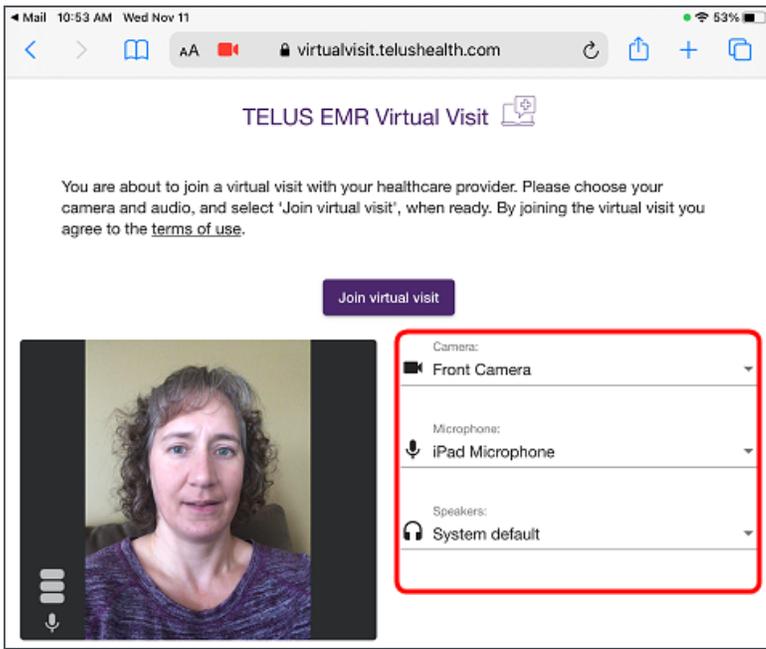


My audio and/or video isn't working

When you click the button to test your connection or attend your visit, the web browser should prompt you to access the camera and microphone; ensure you allow the browser to access both. If you have blocked your browser's access, you will not be able to join the visit. Change your system settings to allow the browser to access your camera and microphone. If you're unsure how to do this, a quick search on the internet will provide instructions for your particular device and operating system.



If you've allowed access but the audio and video still aren't working, try selecting a different option from the drop-down menus for camera, microphone, and speakers.



Who do I contact for support?

Contact your clinic if you have any questions about your appointment such as the date and time, if you need to reschedule or cancel, or if you have questions or concerns related to your health.

Contact the TELUS Health support team at 1-855-252-2632 if you are experiencing connection issues with the virtual visit and you have already completed the basic troubleshooting steps.