

# Virtual Care - Lets Talk About It



## What are the benefits to clients?

Clients can benefit from using virtual care for individual virtual visits:

### In circumstances when:

- quarantined
- evacuated
- mobility constraints
- need to reduce exposure during outbreaks
- inconvenient or not possible to travel

### At times when:

- need access to an out of town specialist
- need a time sensitive consult
- a prescription renewal is required
- No access to transportation

## When to use virtual care?

Virtual care should only be used when it will not compromise the quality of care or when the potential benefits to the client outweigh the risks

It will not be appropriate or sufficient in all cases

Not all clients will be comfortable or have access to the required technology

Service providers must follow their professional standards when deciding on and utilizing virtual care for their clients

## How to prepare your client for a virtual care appointment

### Consider the following:

- Client awareness of availability, do they know this is an option?
- Client support for appointment set-up and preparation
- Client comfort and capacity for utilizing technology
- Client access to devices, software and connectivity
- Client support for use, who do they call when they have issues?
- Client general comfort with virtual visits
- Client availability of a private space
- Client privacy & security concerns



## Want to learn more?

View more resources here:  
<https://fndho.ca/vcl/>

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