

### Benefits of virtual healthcare

In the context of the COVID-19 pandemic, a number of scheduled in-person consultations can be held by video conference in order to reduce travel and the risk of contamination, particularly for those who are most vulnerable.

### What do I need to attend a virtual encounter?

- Necessary **equipment** (desktop or laptop computer with a camera and microphone, tablet, or smartphone).
- Internet access with at least 10 Mbps speed.
- The link to the virtual encounter found in the invitation email sent by your health professional.

### VERY IMPORTANT:

- You should test using Zoom at least one day prior to your virtual encounter by clicking the following link [msss.zoom.us/test](https://msss.zoom.us/test). It will help you get familiar with Zoom and make sure that your microphone and camera are working properly.

### On the day of the appointment

- Have **your phone** nearby during the virtual encounter so the health professional can contact you should there be technical problems.
- Have your health insurance card handy.
- Find a quiet private room to ensure confidentiality.
- Use earphones or a headset for optimal sound.
- Avoid sitting with your back to a window to prevent backlighting.
- Limit Internet access during your telehealth appointment.



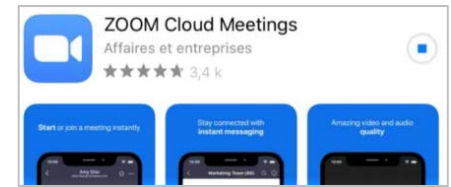
**Would you like to learn more about  
the Zoom application features?**

**Visit the Quebec Telehealth Network website  
for all documents and tools: <http://telesante.quebec>**

# STEP 1 - The day before the virtual encounter

## 1. Download the Zoom Cloud Meetings application

- (Recommended) For computer: <http://zoom.us/download>
- For Smartphones or tablets: App Store or Google Play



## 2. Application test

- Go to <https://zoom.us/test> to perform audio and video tests and to familiarize yourself with Zoom.

- To perform a video test, choose **Join with video**.

Verify lighting and framing quality.

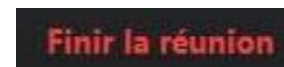
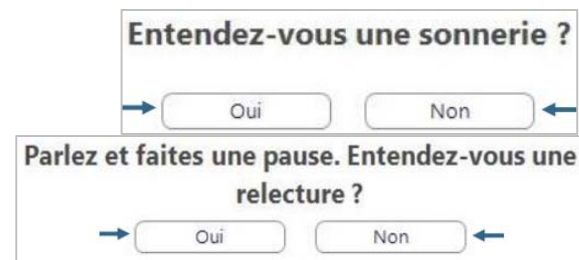
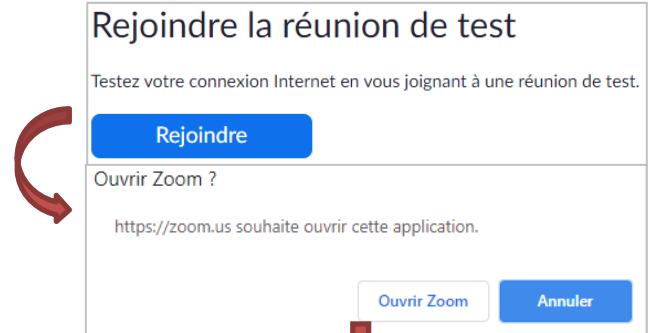
- ✓ Be clearly visible.
- ✓ Do not sit with your back to a window (or close the drapes)
- ✓ Adjust lighting

- To perform an audio test, choose **Test audio**.

Follow the instructions.  
(if there is no sound, select a different microphone.)

- ✓ Find a quiet private room
- ✓ Turn off the radio and television
- ✓ Preferably, use a headset with a microphone

- End of test



## STEP 2 - The day of the encounter

### 1. Join the session 15 minutes before it starts

- Click the link in the invitation email.  
OR
- Join using the meeting ID at <https://msss.zoom.us/join>.
  
- Follow the same sequence as in the test:

Participer à la réunion Zoom  
<https://cctmcgill.zoom.us/j/116525545>

ID de réunion : 116 525 545

Ouvrir Zoom

Rejoindre l'audio par ordinateur

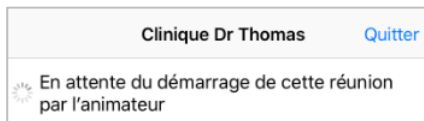
Appeler en utilisant l'Internet

Computer

Smartphone, tablet

Join with Video

The health professional may join the telehealth session after you.



**BE PATIENT:** Just like in a real clinic, only one patient can be seen at a time.  
You will be transferred to a virtual waiting room.

### 2. During the encounter

- You will be able to see and communicate with the health professional.
  - The health professional will be in a private room. If not, he must inform you.
- Be prepared:* The health professional can ask you to confirm your identity or to show your health insurance card.

*Be prepared:* The health professional may ask to see a specific part of your body (for example, a wound, your ankles, etc.) as if you were seeing him in person.

### 3. After the encounter

- The health professional will give his recommendations.
- He can also forward a prescription to your pharmacy, if required.
- A follow-up or in-person meeting may be required.

### 4. Ending the meeting

- The health professional can end the Zoom meeting.
- You can also end the meeting by clicking the **End Meeting** button, shown on the lower right corner of the screen.

Finir la réunion