

Frequently Asked Questions Client Virtual Appointments Using Zoom for Healthcare

1. Why am I being offered a virtual appointment?

A virtual appointment may be offered to you as an option instead of a face to face appointment.

2. What is a virtual appointment?

A virtual appointment uses technology called **Zoom for Healthcare** to schedule an appointment with you and then create a link between you and your healthcare provider using a smartphone, tablet, laptop or desktop computer with a camera or webcam. Once connected you can see and hear your healthcare provider and they can see and hear you.

3. What are the benefits of choosing a virtual appointment?

A virtual appointment may be convenient as it allows you to stay at home to take your appointment. It may reduce the time and expense required to travel to an appointment.

4. Is a virtual appointment right for everyone?

No. A virtual appointment does not fit every situation. It is important to talk to your healthcare provider about the best type of appointment to meet your needs and situation.

5. Do I need to give consent for a virtual appointment?

Yes. Before a virtual appointment is scheduled or conducted your healthcare provider will explain what a virtual appointment is and will ask for your verbal consent. Note: In the case of children, the healthcare provider will ask for the consent of the parent(s) or guardian(s).

6. What happens if I do not want a virtual appointment?

If you are not comfortable doing a virtual appointment that is OK. There are other options and your healthcare provider will work with you to find the best appointment type to meet your needs.

7. Does a virtual appointment cost anything?

No. There is no cost for a virtual appointment. You must have a smartphone, tablet, or a laptop or desktop with a camera or webcam and an internet browser, and internet or WIFI connection to do a virtual appointment.

8. Is it easy to do a virtual appointment?

Yes. It is very easy to do and takes about 5 minutes to learn. When your virtual appointment is scheduled you will receive an email with step by step instructions. Remember: Your healthcare provider will help you get started.

9. Is a virtual appointment safe, secure and private?

Yes. **Zoom for Healthcare** was assessed to ensure it is safe, secure, private and that it protects your personal and health information.

10. How do I cancel or reschedule a virtual appointment?

If you need to cancel or reschedule your virtual appointment contact your healthcare provider.

11. Where can I get more information?

For more information please contact your healthcare provider or visit the [Connected Care website](#).