

Introduction

COVID-19 is impacting Canada’s healthcare system. In order to protect patients and health care providers from the virus, more health care options are being offered to help limit the number of people who need to be seen in-person. Closing the Gap Healthcare (CTG) now offers virtual appointments to care for patients receiving nursing, therapy, social work, and dietitian services.

CTG has video and audio technologies which avoids the need for you to see your provider in-person.

How to prepare for your Virtual Visit in 3 Easy Steps!

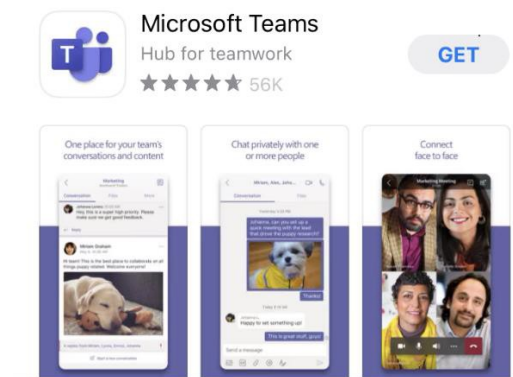
Step 1. Use this checklist to prepare for your Virtual Visit before your appointment.

<p>Checklist</p>	<p>You will require one of the following devices:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A computer with webcam and microphone and speaker OR <input type="checkbox"/> Android Tablet or Apple iPad OR <input type="checkbox"/> Smartphone (Android or Apple) with camera <p>For smartphones or tablets, download Microsoft Teams app by visiting your app stores and searching for Microsoft Teams (see image below).</p> <p>If using a computer, ensure your personal email account is open to accept the virtual appointment invite request.</p>
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App Download on Android:



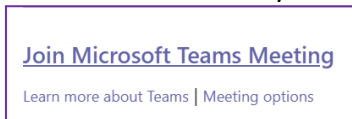
App Download on Apple:



Step 2. Joining the Virtual Visit.

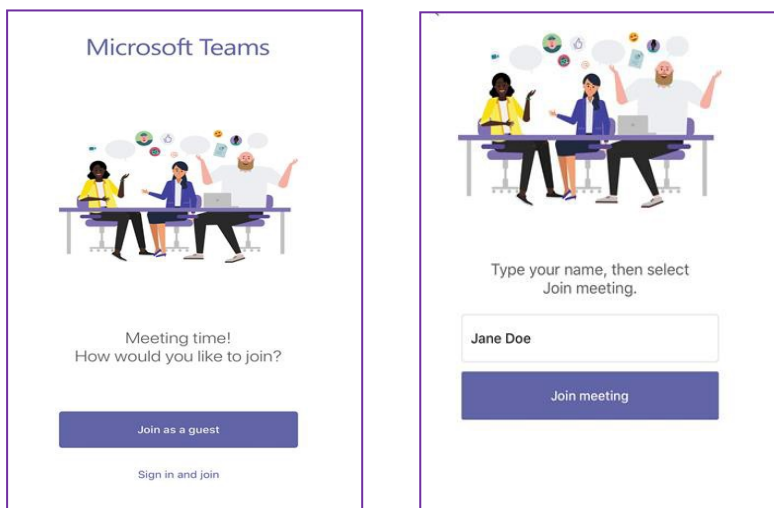
You will receive an email from your provider, inviting you to join as seen below. Click the link to join.

Note: Check your Junk Mail if you do not see the email in your inbox.

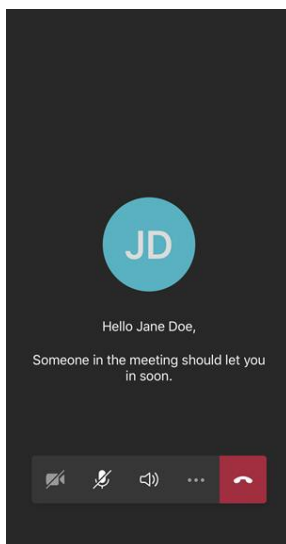


Virtual Care – Getting Started

Click Join as a guest. Type your name. Click
Join Meeting



Step 3. You have joined the virtual appointment, enjoy your connection!



Click on the camera and microphone icon to turn on camera and sound.

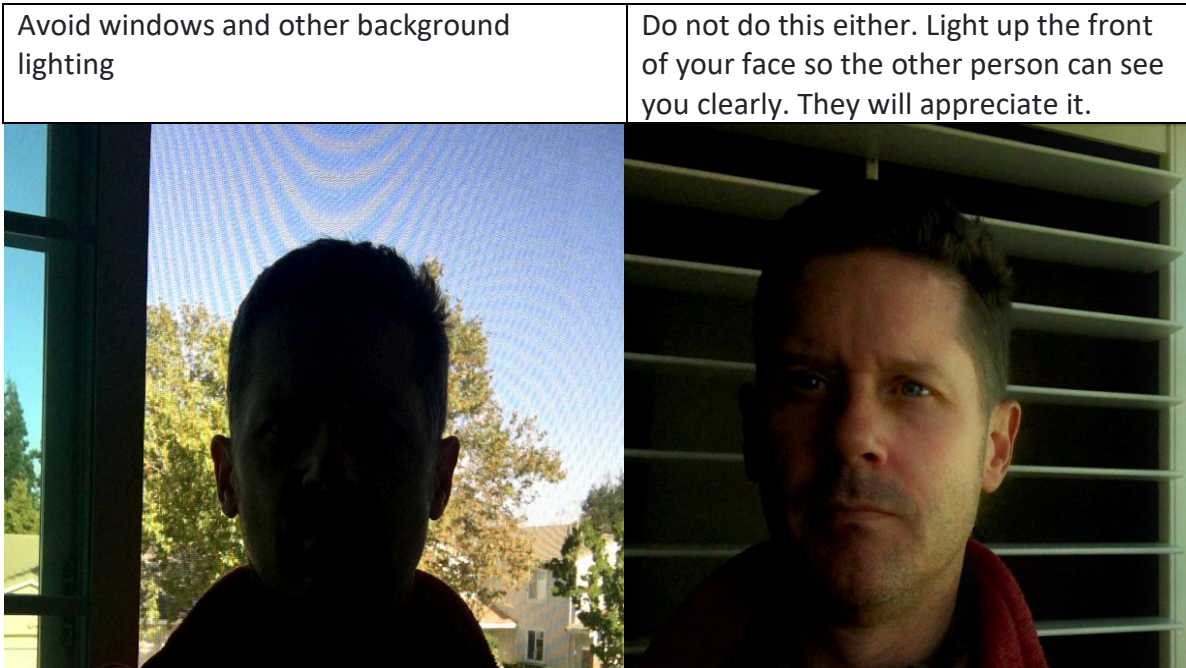


Helpful Tips for a Successful Virtual Appointment

1. Try to remove or minimize distracting noises like HVAC fans, printers, pets, etc. Computers, tablets, and mobile phone microphones will pick up these sounds.

Virtual Care – Getting Started

2. Camera position is important. Try to keep the camera at eye level. Ideally, if you can sit at least 1+ feet away from the camera, you will be more natural looking. If you are using a laptop or tablet, this is especially important. Books are a great way to help raise the height of your camera.
3. Try to keep the source of light in front of you or to the side.



We hope your virtual care experience with Closing the Gap Healthcare is rewarding. For us to ensure that we achieve this we need your feedback.

Please let us know how your experience was by sending an email to virtualcare@closingthegap.ca

We want to hear from you! Thank you.