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RIVERDALE IMMIGRANT
WOMEN'S CENTRE

USING VIRTUAL HEALTHCARE

WELCOME!

- The session will be 90 minutes.
- We will pause after each slide for questions, and to provide assistance.
- There will also be time for questions at the end of the session.



WELCOME!

- How to, use virtual healthcare
 - What is virtual healthcare?
 - How to find virtual healthcare providers.
 - Ontario Health Insurance Plan (OHIP) coverage for virtual healthcare appointments.
 - How to book a virtual appointment.
 - Technology required for a virtual appointment.
 - How to prepare for a virtual appointment.



VIRTUAL HEALTHCARE

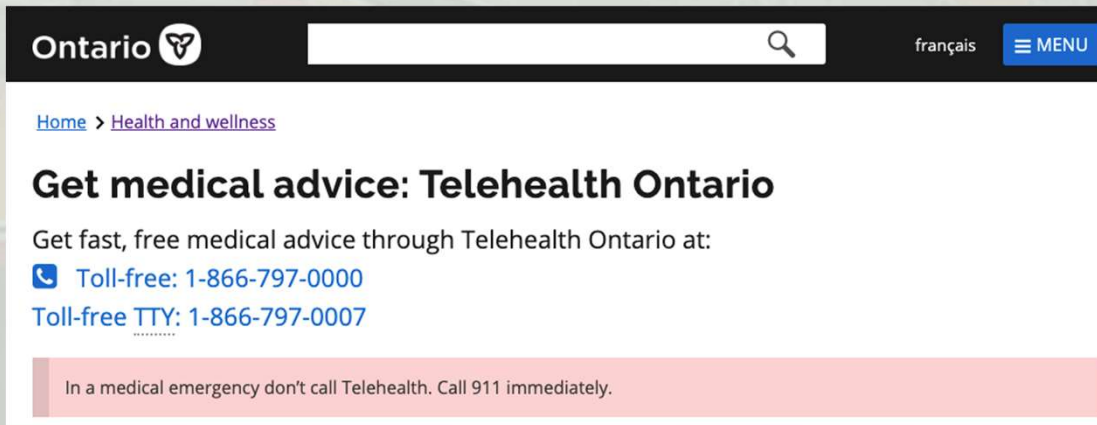
What is virtual healthcare?

- All the ways healthcare providers and patients interact remotely, over the internet or phone.
- Virtual healthcare is an alternative to in-person appointments at your doctor's office or clinic, as well as other healthcare providers. It's any situation in which you communicate with a healthcare provider remotely, rather than in-person.
- Healthcare providers may use online platforms like audio, live video, or instant messaging to communicate with patients, address concerns and diagnose their condition remotely. This may include giving medical advice, walking them through at-home exercises, or recommending them to a local provider or facility.



TELEHEALTH ONTARIO

- Telehealth Ontario is a free, confidential service you can call to get health advice or information.
- A Registered Nurse will take your call 24 hours a day, seven days a week.
- Assistance is available in more than 300 languages.
- <https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>



The screenshot shows the Ontario government website header with the Ontario logo, a search bar, and a language selector set to 'français'. Below the header, the breadcrumb trail reads 'Home > Health and wellness'. The main heading is 'Get medical advice: Telehealth Ontario'. The text below states 'Get fast, free medical advice through Telehealth Ontario at:' followed by two phone numbers: 'Toll-free: 1-866-797-0000' and 'Toll-free TTY: 1-866-797-0007'. At the bottom, a pink banner contains the text 'In a medical emergency don't call Telehealth. Call 911 immediately.'



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OHIP

Ontario Health Insurance Plan (OHIP)

- OHIP is Ontario's health care plan.
 - Once you have applied and been approved, you will receive an Ontario health card. Your health card proves you're covered by OHIP.
 - You will need to provide your health card information for virtual care appointments.
-
- Ontario Health Care Card covers:
 - Appointments with your family doctor
 - Visits to walk-in clinics and some other health care providers.
 - Visits to an emergency room.
 - Medical tests and surgeries.



FIND A VIRTUAL PROVIDER

Contact your family doctor

- Your family doctor may offer virtual healthcare, whether it is over the phone or on a video platform.
- Some family doctors, specialists, and other health care providers in Ontario provide virtual care through the eVisits.
- More information about eVisits:
<https://otn.ca/patients/evisit/>



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FIND A VIRTUAL PROVIDER

Ontario Virtual Health Directory

- A website designed to help residents of Ontario find local medical clinics that provide virtual health visits covered by OHIP.
- <https://ontario-virtual.health/>



Ontario Virtual Health Directory

Connecting you to Ontario's Virtual Health

REGISTER LOGIN ABOUT OVH Q



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FIND A VIRTUAL PROVIDER

Find virtual health care services near you

- <https://www.ontario.ca/locations/health/>

Thornlea Walk-In and Virtual Medicine Clinic

Category: Walk-in Medical Clinics

Address
62 Overlea Blvd, Unit 4A
Toronto ON M4H 1C4

Languages:

- English

Hours: Mon, Wed, Thu 9am-7:30pm *
Tue 9am-5pm * Fri 9am-4pm * Sat-Sun
10am-6:30pm

Phone: Main Line: 416-425-8800 *
Telemedicine: 416-425-8815

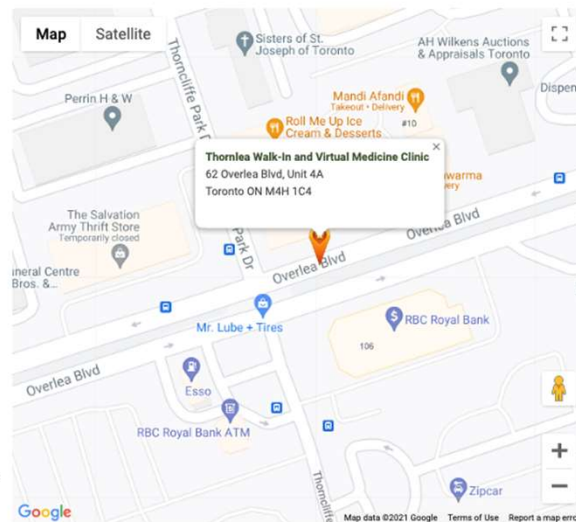
Website

[Suggest an edit](#)

Requirements

Anyone requiring primary medical care, including youth and children, can access this service without a medical referral. Most fees are covered by OHIP, so you must have a valid OHIP card; although some services may require a fee.

Fees: Most fees covered by OHIP



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VIRTUAL CARE PLATFORMS

What is a virtual care platform?

- It is an online platform that connects patients with healthcare providers online.
- Platforms may be accessed through a website, or they might have a smartphone app that you can download on your device.
- Appointments occur using video, audio or instant messaging/texting.
- Some are free, and some require payment, depending on your health care coverage.



VIRTUAL CARE PLATFORMS

Dial-A-Doc

- Offers OHIP covered Doctor phone consultations to Ontario residents
- <https://dialadoc.ca/>

Appointment Form

Fields marked with an * are required

First Name *

Last Name *

Phone *

Email *

Address of your pharmacy (if you anticipate needing a prescription)

SUBMIT

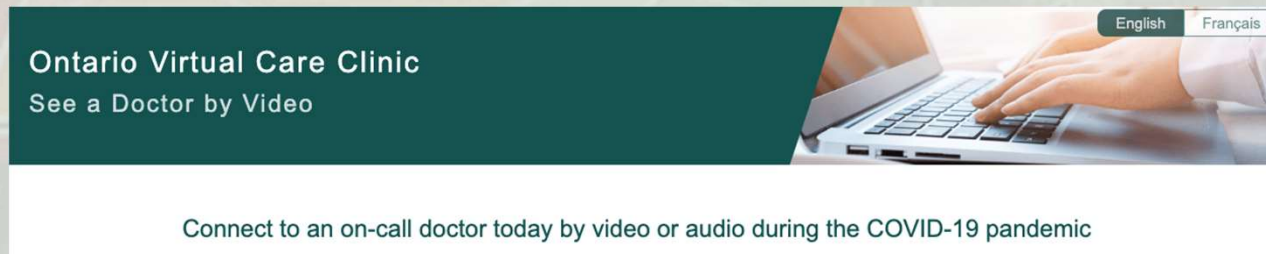


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VIRTUAL CARE PLATFORMS

Ontario Virtual Care Clinic

- See a doctor by video or audio during the COVID-19 pandemic.
- Services available from 8 a.m. to midnight for non-urgent health concerns.
- <https://seethedoctor.ca/en/>



VIRTUAL CARE PLATFORMS

Tia Health

- Tia Health is a virtual care platform that offers online appointments with family doctors, specialists, naturopaths, counselors, nurse practitioners, ophthalmologists, physiotherapists, and more.
- Doctor's appointments are free for residents of Ontario, with a valid Health Card (OHIP).
- Other healthcare services may be fully or partially covered by OHIP coverage and/or private healthcare plans (such as Blue Cross, Sunlife, etc.).
- <https://tiahealth.com/>



VIRTUAL CARE PLATFORMS

Maple

- Maple is a virtual care platform that offers online appointments with doctors and nurse practitioners, 24 hours a day, 7 days a week.
- Payment is required for this service, however some coverage may be available with private healthcare plans (such as Blue Cross, Sunlife, etc.).
- <https://www.getmaple.ca/>



BOOK AN APPT

Example: Booking an appointment with Ontario Virtual Care Clinic

Register for a Virtual Visit in 4 EASY STEPS

[Download](#)

To register as a patient you will need: an OHIP card, a computer, mobile phone, or tablet with a video camera and microphone.



Novari eVisit works on all types of devices, including PCs or Mac computers, and Android or iOS devices.

- 1 Enter the **Access Code "Health"**, as well as your **personal information**. Click **"Request Virtual Visit"**.
- 2 Go to your email inbox. Click on the **link provided in the email** and sign into the virtual waiting room using your email address as the username, and the **temporary password** that was provided in the email.
- 3 You will be prompted to **create a new password**. Create your new password. Next, agree to the terms and conditions.
- 4 You will now be automatically entered into Virtual Wait Room. You will be notified when it is your time to see a healthcare provider virtually.

Please make sure your audio and microphone are working before it is your time to see a healthcare provider, and have your OHIP card ready.



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PREPARE FOR APPT

Technology required for a virtual care appointment

- Computer, tablet or smartphone with a microphone, speakers and a video camera.
- Headphones (for spaces where you may require more privacy).
- Strong and reliable internet connection.



PREPARE FOR APPT

How to prepare your technology for a virtual appointment

- Download the application or program.
- Ask about technical support.
- Test your technology
- Ensure you have a strong internet connection.
- Charge your device.
- Know how to cancel or reschedule.



PREPARE FOR APPT

How to prepare your space for a virtual appointment

- Set up in the right place.
- Have accessibility devices nearby.
- Gather information you will need.
- Write down your list of concerns and questions and have a pen and paper to make notes.
- If you wish, have someone else with you.



QUESTIONS?



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