

# Virtual Visit

## Information Guide

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### What is a virtual visit?

A virtual visit connects you with your health care provider through a private video appointment using a secure, web-based service. This service can be used on your computer, smart phone, or tablet to allow you to see, hear and talk with your health care provider from a personal location of your choice.

### What do you need?

- ✓ Android/Apple(iOS) smartphone, tablet or computer (with webcam/microphone);
- ✓ the free Medeo app (download from Google Play or Apple App Store) or Google Chrome browser, high-speed internet; and
- ✓ WiFi or 4G LTE connection.

*\*IMPORTANT: You are responsible for any charges related to your internet data usage. If you are using data on a mobile device (instead of a wireless "Wi-Fi" connection) be aware that video streams can require significant data.*

### What are the benefits of a virtual visit?

- Receive care in your own home, or a personal location of your choice.
- Access to some health care services that normally would not be available without travelling.
- Reduce the expense and stress of travelling for health care services.
- Family/friends can join you at your location to be part of the appointment.

### What are possible risks of a virtual visit?

As with any technology, there is a potential risk for equipment failure. If this occurs, you and your health care provider will talk about other options, such as:

- Continuing the appointment by telephone;
- Rescheduling the virtual visit to a later date; or
- Scheduling an in-person appointment.

If you or your health care provider feel the virtual visit is not meeting your needs, the appointment can end and other arrangements will be made. At any time, you can choose not to have a virtual visit.

### What about my Privacy?

Nova Scotia Health Authority is committed to protecting the privacy of your personal health information, in accordance with the [Personal Health Information Act](#). In rare instances, health and security protocols could fail, causing a breach of privacy of personal health information.

You are responsible to choose a private place for your virtual visit.

- [Nova Scotia Health Authority Privacy Statement](#)
- [IWK Privacy Statement](#)