

Virtual Care Clinic

WestView Primary Care Network (WVPCN)

The WVPCN has launched a Virtual Care Clinic where you can meet with a medical practitioner to receive health care remotely via the internet or phone.



Benefits of Virtual Care

- No additional cost
- More access & convenience
- Reduced commuting & wait times
- Reduced stress & risk of exposures
- Preserves your long-term medical history & primary care relationship

What to Expect During a Virtual Care Visit



Download an App or Access Via Web



Connect with medical practitioner via video or phone



Outline your main health concern



Receive a follow up care plan via email

We're connected to your family physician & will coordinate your health care as a team.



For more info and to book a virtual care appointment, visit our website:
www.westviewpcn.ca

What Concerns are Appropriate and Not Appropriate for Virtual Care Clinic?

While many medical problems can be assessed and treated via virtual care, there are others that cannot be safely managed without an in-person physical examination.

You **CAN** Safely Use Virtual Visits For:

- **Mental health** issues;
- Many **skin problems** (photos that you take in advance provide better images than video);
- **Urinary and sinus infections**;
- **Sore throats**, if your Doctor/Nurse Practitioner (NP) can arrange a throat swab to test for strep;
- **Eye redness** without pain or change in vision;
- **Sexual health**, including **screening** and treatment of sexually transmitted infections, and hormonal contraception;
- **Travel-related** health care;
- Conditions monitored with home devices and/or lab tests (e.g., **blood pressure**, **cholesterol**, **thyroid** and some parts of **diabetes** care);
- **Review of lab tests, imaging** (e.g., x-rays, ultrasounds), and specialist reports.

You **CANNOT** Use Virtual Visits For:

- **New emergency symptoms** such as chest pain, shortness of breath, loss of vision, loss of hearing, sudden weakness or numbness (you'd need to go to a hospital emergency department);
- **Ear pain** (your Doctor/NP would need to look inside your ear, which can't be done via video);
- **Cough** (your Doctor/NP would need to listen to your chest with a stethoscope);
- **Abdominal or digestive** problems (your Doctor/NP would need to feel your belly);
- **Muscle and joint injuries** (your Doctor/NP would need to feel the affected area for tenderness, warmth, etc.).

Although you may need to see a Doctor/ NP in person for your first appointment for these types of problems, follow-up visits may be well suited to virtual care.