

Is Virtual Care Right for Me?



Participation
I can use virtual tools



Age
I am 12 years of age or older

Virtual Care Visits

Visits with your therapist using a cell phone, computer or tablet



Technology
I have access to a device with video and internet connection
I can log in and use this device



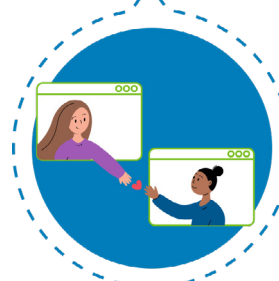
Safety
I can make a safety plan with family and caregivers
Those close to me have no concerns for my safety



Social Needs
I have social connections outside of home



Privacy
I have a safe, physical space to talk privately



Barriers

I can plan with my family and therapist to solve any problems to receive virtual care

Virtual Care with Child and Adolescent Services

A virtual care visit is like any other appointment with your therapist, except you will be seeing your C&AS team using a cell phone, computer or tablet.

Virtual care visits are booked with the C&AS clinic team. If you have questions about your care or upcoming visit, please contact the C&AS clinic at 905-546-2424 ext. 3671.

Virtual care is not always a suitable alternative for in-person visits. Your C&AS team will work with you to make this decision.

We will work to ensure that all families have equitable access to care. If you do not have the technology needed to participate, please talk to a member of the C&AS program staff and they will help to find a solution that is right for you.

Please let us know ahead of time if you need an interpreter – we can arrange one for you.



Preparing Your Space for Virtual Care

- Choose a quiet, private, comfortable space with good lighting
- Turn off any noisy distractions such as the TV, radio, video games, so you can hear clearly
- Your virtual care visits are private. Let us know right away if you have anyone else in the room with you



Preparing Your Technology for Virtual Care

Be sure to:

- Have access to the Internet and good phone reception (in case you get disconnected)
- Use a cell phone, computer or tablet with audio and video
- Check your email for the invite for your virtual care visit and instructions
- Check your speakers and microphone, adjusting volume if you need to
- Test your equipment, including the sound at least 15 minutes before your visit