



Virtual Care Services

The pandemic is accelerating health care providers need to think about new ways to deliver patient care, considering ways to limit in-person contact, where safe to do so. Through our *CarePartners Connect* app, we are able to continue providing care to patients who need it – in the safest way possible – through virtual channels. With virtual care, we bring **secure, quality** health care and social services to you – at home!

Virtual care means providing health care services and resources to patients, without seeing them in person. Virtual care services are delivered through mobile devices, such as cell phones, tablets and computers.



Virtual care services may include:

- Videoconferencing consults or assessments
- Sharing educational resources
- Updating, viewing, tracking records
- Instant messaging
- Scheduling appointments



Benefits of virtual care:

- Eliminates travel time to and between appointments for patients and providers.
- Reduces need to leave home for appointments for patients or caregivers who have mobility issues.
- Enables caregivers to participate in loved ones' care planning, no matter where they live.
- Gives patients more control in managing care and scheduling services.

Using *CarePartners Connect*

Once you have decided that you would have the option to receive some of your healthcare services online, your healthcare provider will email an invitation to download *CarePartners Connect*. It is a free and secure application, which you can use on a phone, computer, tablet or iPad.

We recommend creating your *CarePartners Connect* account at least 48 hours before your first appointment, giving you lots of time to make sure the app is working on your device.

Using the *CarePartners Connect* app, you will be able to:

- Receive appointment reminders via email
- Participate in treatments and discussions about your care plan, using encrypted videoconferencing
- Securely share messages with your care team members

For more information

Technical issues – contact support@oncallhealth.ca

Your services – call your CarePartners provider or local branch.

The *CarePartners Connect* app is operated by OnCall Health, so you may see references to this technology throughout the app's download and registration processes.