

Virtual Care Services



The COVID-19 pandemic is forcing health care providers to think about new, innovative ways to deliver patient care, where people continue to receive the services they need, *while limiting in-person contact*. This supports provincial and federal government mandates. CarePartners is fortunate to have access to technology that will enable virtual touchpoints for our staff and patients. Safety is our top priority during these unprecedented times.

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, iPads and computers.

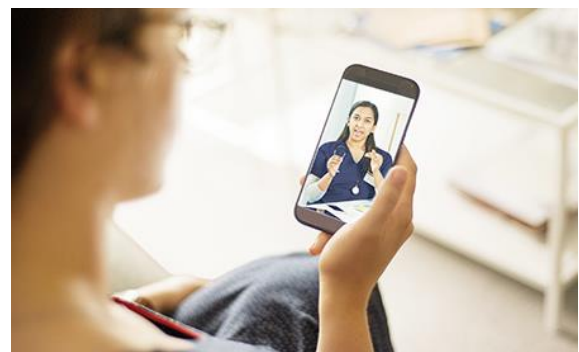
This may include:

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

Benefits to patients and caregivers

Virtual care offers tremendous benefits to patients, especially those who live in rural areas, reducing the need to commute or arrange travel to medical appointments. Virtual care is also beneficial to patients who have busy schedules or a medical condition that makes it hard to leave home.

Caregivers experience benefits, too, being able to participate in important meetings about their loved one's care, even when they cannot be there in-person. With virtual care, we bring secure, quality health care and social services to you – at home!



CarePartners Connect – download today!

Now that you have opted to receive some of your CarePartners services online, you will receive an email invite to download our **free, secure** mobile app, *CarePartners Connect*. 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.

Through *CarePartners Connect*, you will be able to:

- Receive appointment reminders via email
- Participate in treatments and discussions about your care plan, using encrypted video and/or teleconferencing
- Securely share files with your care team members

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.

Please contact support@oncallhealth.ca if you have questions about how to download *CarePartners Connect* or are having problems with your device's connection. If you have questions about your CarePartners services, please contact us directly.

Note: Virtual care services are only available in some areas of the province.