



What to expect with a virtual visit:

If there is something your physician needs to see and you are comfortable with a secure virtual visit:



Patient Info Upload

1. We will confirm your email address.
2. Shortly before your appointment you will receive an email with a link for your appointment from **Telus Health No Reply**.
3. 15 minutes before your virtual appointment open the email on a device with a camera and microphone. Your preferred internet browser must **be Safari, Google Chrome or Firefox**.
4. Click on the green button, JOIN VIRTUAL VISIT
5. You will be in a virtual waiting room, wait for your physician to appear on your screen. Please be available up to 60 minutes after your scheduled appointment for your physician to join the appointment.
6. Please have a phone close by in the event there are technical difficulties, your physician will call you.
7. Be in a private space appropriate to conduct a medical appointment. Driving hands free is NOT an appropriate space to conduct a medical appointment.
8. If you have documents or images pertaining to our appointment, please use our secure upload at **sheddonmedical.ca/upload**.

Allow 12-24 hours before your appointment for your images/ documents to be available to your physician.

We do not upload on weekends.

9. Please note you are not required to be undressed for a virtual periodic health exam. If you are able from home please have your height, weight and blood pressure available for the appointment.

If your appointment includes medication renewal, please have your medication(s) with you for the appointment.