Virtual Care Basics

What is Virtual Care?

Any interaction between a patient and health care practitioner that doesn't involve direct contact. Virtual care includes video visits, telephone consultations and secure messaging (text messaging or emailing with a practitioner).

How Can I see a Health Care Provider Virtually?

The most common forms of virtual care in Canada include phone, followed by video, and secure messaging[1].

What do Canadians Think of Virtual Care?

Canadians reported a 91% satisfaction rate when connecting with a doctor virtually, and 46% said that they would prefer a virtual method as their first option for contacting their doctor going forward[2].

References:

1. Canada Health Infoway: Canadians' Health Care Experiences During COVID-19 | Uptake of Virtual Care

2. Canadian Medical Association: Virtual care is real care National poll shows Canadians are overwhelmingly satisfied with virtual health care

What Types of Practitioners Can I See Virtually?

You can see a variety of practitioners virtually, including:

Physical Health:

- General Health (e.g., Family Doctors, General Practitioners, Nurse Practitioners)
- Specialist Physicians (e.g., Dermatologists, Cardiologists, Allergists, Pediatricians, Obstetrician-Gynecologists)
- Other Health Professionals: Physiotherapists, Occupational Therapists, Dieticians, Chiropractors, Podiatrists, Osteopaths, Naturopaths, Optometrists, Pharmacists and Sleep Therapists.

Mental Health:

- Psychotherapists
- Counselors
- Specialist Physicians (Psychiatrists)
- Psychologists
- Life Coaches

Connect with your practitioner's office to confirm if they offer virtual services.

Learn More About Virtual Care

If you'd like to learn more, please see the links below for additional topics that can help you understand, setup, and prepare for your virtual appointments.

1. **What Should I Know Before Engaging with a Healthcare Practitioner Virtually**
2. **What Virtual Services Can I Access in My Province or Territory**
3. **How Can I Prepare for a Successful Virtual Appointment**
4. **Virtual Appointment Checklist**